



SERVICE BULLETIN

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2025-023

DATE: 2025 August 14

**CAMPAIGN
TYPE:**

Mandatory - Product Safety

**CAMPAIGN
CATEGORY:**

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
AIR373SDT	See attached listing on pages 6–27 of this Bulletin for specific VIN and Serial/Unit numbers	N/A	VVK01
AIR573SDT			
AIR573XDT			
AIR873SDT			
AIRSDT			
CV570GT			
CV570SGT			
CV573GT			
CV573SGT			
CV870GT			
CV870SGT			
CV873GT			
CV873SGT			
CVGT			
CVSGT			
LP573SDT			

LP573SGT			
LP573XDT			
LP873SDT			
LP873SGT			
LP873XDT			
LPSDT			
LPSGT			
LPXDT			
AIR555SDT	<p style="text-align: center;">See attached listing on pages 28–30 of this Bulletin for specific VIN and Serial/Unit numbers</p>	<p style="text-align: center;">N/A</p>	<p style="text-align: center;">VVK02</p>
AIR573SDT			
AIR873SDT			
CV573GT			
CV873GT			
LP533SDT			
LP555SDT			
LP573SDT			
LP573SGT			
LP573XDT			
LP800SGT			
LP873SDT			
LP873SGT			
LP873XDT			

Subject:



Light Relocation,
Reflector, and
Conspicuity Tape
Installation Kit
(VVK000004)

Background:

In March 2020 and July 2022, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

INADEQUATE LIGHTING, REFLECTORS, AND CONSPICUITY TAPE

The lighting, side and rear reflectors, and conspicuity tape do not meet US or Canada Federal Motor Vehicle Safety Standard (FMVSS/CMVSS) governmental regulation 108 for the United States, Canada and Mexico.

DEATH OR SERIOUS INJURY POSSIBLE

When towing or parking the vacuum excavator on public roadways, a crash may occur resulting in death or serious injury resulting from a driver(s) of other vehicle(s) not seeing the vacuum excavator at night or during limited sunlight and strike the vacuum excavator. To reduce the potential of this occurring, vehicle lights will be relocated, additional reflectors and conspicuity tape are being added. Property or equipment damage may also occur.

Reference: Service bulletin SVV2020-005 Rev. 2 first notice and service bulletin SMV2022-009 second notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK000004 has been created to provide the necessary parts and instructions to relocate vehicle lights, add reflectors and conspicuity tape. **This kit must be installed as soon as possible.**

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of August 14, 2025, to dealerships shown in our records which have units in their territory affected by this recall. Please review the report for accuracy, including:
 - **Kit installation status.** If VVK000004 has **not** been installed, the report will indicate status of **open**. Please verify your records to determine if the kit has been installed. If installed, please file a claim to confirm installation and request labor reimbursement prior to the owner letter notification mailing date referenced below.
 - **Owner/address information.** If data shown on the report is **not** accurate, submit an equipment registration or business partner update in iWarranty and notify the product safety department on or before **August 27, 2025**, at productsafety@vermeer.com.

2. **Review kits in dealer inventory.** Prior to ordering kits from the Parts Distribution Center, check your inventory to determine if you have VVK000004 in stock. Enter kit orders in EzParts as needed. **Do not order more kits than needed for immediate installation.**
3. **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine. **Note:** Letters will be sent to the customers on or about August 28, 2025. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK000004, please contact the MV Solutions service department.

REIMBURSEMENT

Upon completion of each kit installation, a campaign warranty claim must be submitted to the warranty department for reimbursement of the cost of parts and labor to install the kit. Labor hours to install: 3 hour(s).

Travel will be paid up to \$200 (\$1 per mile with a \$200 max round trip) with copy of work order attached for retailed machines not in dealer inventory. If dealer repairs more than one machine at same location on one trip, travel will only be paid on one of the models/VINs.

Note: *Future notices to dealers and owners are dependent upon the receipt of warranty claims.*

OWNER NOTIFICATION

Included at the end of this bulletin is a **sample owner letter** which will be sent by Vermeer Corporation directly to the owners on or about August 28, 2025. Owner letter notifications will be provided in the following languages:

- French

All translated owner notices will also include owner notification in English.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving VVK000004 from the Parts Distribution Center, you **must contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine(s).

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle driver and occupants as well as other traveling on public roadways. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachments:

VVK000004 Rev. 2 Kit instructions
SVV2020-005 Rev. 2 First notice

Completion schedule: <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from MM/DD/YYYY <input type="checkbox"/> 180 days from MM/DD/YYYY <input type="checkbox"/> 1 year from MM/DD/YYYY <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> N/A	Reimbursement: <input checked="" type="checkbox"/> Product Safety Alert <input checked="" type="checkbox"/> All units listed above <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB20) <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> No reimbursement
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Internal Reference: TREAD Act Code <i>(Choose one or more codes applicable)</i>	--	Not Applicable	<input checked="" type="checkbox"/>	12	Exterior lighting
	02	Suspension		16	Structure
	03	Service brake system, hydraulic		17	Latch
	04	Service brake system, air		19	Tires
	05	Parking brake		20	Wheels
	11	Electrical		21	Trailer hitch

AFFECTED MACHINES - VVK010004

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT



NHTSA SAFETY RECALL NUMBER 20V-059

VERMEER MV SOLUTIONS, INC.

Administered by:

Product Safety Department

Vermeer Corporation

1210 Vermeer Rd East

Pella, Iowa 50219 USA

productsafety@vermeer.com

SAMPLE
OWNER
LETTER



**PRODUCT
SAFETY
RECALL**

Final Notice

**Light Relocation, Reflector and
Conspicuity Tape Installation Kit
(VVK000004)**

Model: «Model»
 This notice applies to your vehicle,
Serial No: «VIN»

August 28, 2025

Dear Vermeer «MODEL» owner:

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act.

In March 2020 and July 2022, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.**

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2016-2020 Vactron «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vactron «Model» vacuum excavator trailer.

If the kit has **not been installed**, please contact your independent, authorized **Vermeer dealership** immediately to arrange a mutually acceptable time and location to have your machine upgraded **at no cost** to you for labor or materials. The installation of this kit is estimated at 3 hours of labor. If the Vermeer dealer travels to the unit to install the kit, costs may be incurred by the owner. **You must have your machine upgraded for these safety features.**

Contact your local Vermeer dealer: «Service_Dealer_Name»
 «Serv_Dealer_Add1» «Serv_Dealer_Add2»
 «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip»
 «SERV_DEALER_COUNTRY»

Telephone: «Serv_Dealer_Phone»

If the kit has **been installed**, please contact the product safety department using the contact methods below.

If you no longer own this unit, please notify the product safety department at:

Toll-free: 800-829-0051, option 1
 Telephone: 641-621-7060
 Email: productsafety@vermeer.com

If possible, please provide the name and address of the new owner. Note: The model and serial number is shown at the top center of this letter.

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle driver and occupants as well as other traveling on public roadways. We hope you agree that the safety benefits surpass the inconvenience.

Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter - March 31, 2020

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If the authorized dealer has failed or is unable to remedy the defect without charge and within a reasonable time, contact Vermeer Product Safety by email at productsafety@vermeer.com or by calling 800-829-0051 or 641-621-7060. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Vehicle Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.



CANADA SAFETY RECALL NUMBER 2020-037

SAMPLE
OWNER
LETTER



PRODUCT
SAFETY
RECALL

Final Notice

Light Relocation, Reflector and
Conspicuity Tape Installation Kit
(VVK000004)

Model: «Model»
This notice applies to your vehicle,
Serial No: «VIN»

August 28, 2025

Dear Vermeer «MODEL» owner:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. This is to inform you that your vehicle may be non-compliant with the requirements of the Motor Vehicle Safety Regulations and that the non-compliance could affect the Safety of a person.

In March 2020 and July 2022, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated. To read more about this potential safety hazard, a copy of the first notice is included for your reference. **Note: If Vermeer learned of your ownership after mailing of the first notice, this will be your first notice.**

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Contact your local Vermeer dealer: «Service_Dealer_Name»
«Serv_Dealer_Add1» «Serv_Dealer_Add2»
«Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip»
«SERV_DEALER_COUNTRY»

Telephone: «Serv_Dealer_Phone»

If the kit has **been installed**, please contact the product safety department using the contact methods below.

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Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter - March 31, 2020

The owner shall send to the lessee a copy of this notice and any subsequent notice within 10 working days after the day on which the notice is received.