



SERVICE BULLETIN

Vermeer MV Solutions, Inc.

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Trenchless
Greenville, SC 29605 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2023-001

DATE: 29 November 2022

CAMPAIGN TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version	
	Included	Excluded		
VX30-800	See pages 4 - 7 for machine and trailer VIN/Serial Numbers	None	VMK01	
VX30-800LT		None	VMK01	
VX50-800		7HW4212M9LG 7HW4212M0LG 7HW4212M2LG 7HW4212M8LG		VMK01
VX50-800LT		None	VMK01	

Subject:



**Trailer Frame
Reinforcement Kit
(VMK000504)**

Background:

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

McElrath has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2017 – 2020 McElrath VX30-800 and VX50-800 model trailers. McLaughlin is administering this campaign on behalf of McElrath.

Trailer Frame Failure May Occur

During towing, higher than expected frame loading may result in bending and/or

fatigue cracks of the trailer frame main beam. If a fracture occurs, unpredictable trailer handling may result.

DEATH OR SERIOUS INJURY

When towing the vacuum excavator on public roadways, a crash may occur resulting in death or serious injury if the trailer frame fails. Property or equipment damage may also occur.

Reference: Service bulletin SVM2020-002 first notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMK000504 has been created to provide the necessary parts and instructions to reinforce the trailer frame. **This kit must be installed as soon as possible.**

Please be reminded that it is a violation of federal law for you to sell or lease the machines covered by this notification until this recall has been performed on these machines. Substantial civil penalties apply to violations of this law.

Vermeer Corporation is administering this product safety alert on behalf of Vermeer MV Solutions, Inc.

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of November 29, 2022, 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 VMK000504 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 **December 12, 2022**, at productsafety@vermeer.com.
2. **Review kits in dealer inventory.** Prior to ordering kits by calling Vermeer MV Solution 864-277-5870 South Carolina, check your inventory to determine if you have VMK000504 in stock. **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 December 13, 2022. Also refer to Owner Notification section below.

If you have any questions concerning the installation of VMK000504, please contact Vermeer MV Solutions service department at 864-277-5870 (South Carolina).

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: 3.5 hours.

Travel will be paid up to \$200 (\$1 per mile with a \$200 ax 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 model/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 December 13, 2022. Owner letter notifications will be provided in the following languages:

- Spanish

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 VMK000504 from Vermeer MV Solutions, 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 towing vehicle occupants and other drivers and passengers on the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

VERMEER MV SOLUTIONS, INC.

Attachments:

- VMK005040 Kit instructions
- SVM2020-002 First notice

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



NHTSA SAFETY RECALL NUMBER 20V-060

Product Safety Department
Vermeer Corporation
1210 Vermeer Rd East
Pella, Iowa 50219 USA
productsafety@vermeer.com

SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

Second Notice
**Trailer Frame
Reinforcement Kit
(VMK000504)**

December 13, 2022

Dear «MODEL» owner:

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

Trailer Serial No: «PART_SRL»

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, 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.**

McElrath has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2017 – 2020 McElrath VX30-800 and VX50-800 vacuum excavator trailers. Vermeer MV Solutions is administering this campaign on the behalf of McElrath.

Our records indicate that the product safety update **may not** have been installed on your Vermeer MV Solutions «Model» vacuum excavator trailers.

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 3.5 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. The required work is for the safety of towing vehicle occupants and other drivers and passengers on the public roadways. We hope that you agree that the safety benefits surpass the inconvenience.

Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – March 26, 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 <https://www.safercar.gov>