



# SERVICE BULLETIN

## Vac-Tron Equipment, LLC

Trenchless  
Okahumpka, FL 34762 USA

### FIELD CAMPAIGN

SERVICE BULLETIN #

SVV2020-008

DATE:

Xx Month 201x

CAMPAIGN  
TYPE:

Mandatory-Product Safety

CAMPAIGN  
CATEGORY:

Kit and Bulletin

MACHINE / ATTACHMENT MODEL(S):	Serial Numbers		Kit Version
	Included	Excluded	
MC833SDT	<p>See attached listing on page 5 of this Bulletin for specific VIN and Serial/Unit numbers. <b>Note:</b> VIN-Serial/Unit numbers in red are <b>DUALLY MACHINES</b> which may require additional lights and/or reflectors. Send photos of dually machines to Vac-Tron at email <a href="mailto:Vactron-service@vermeer.com">Vactron-service@vermeer.com</a> for additional assistance.</p>	N/A	VVK01
MC835SDT			
MC855SDT			
MC873SDT			
MINICOMBO			VVK02
MC855SDT			VVK03

**Subject:**  
Lighting and  
marking



**PRODUCT  
SAFETY  
RECALL**

**FIRST NOTICE**

Light Relocation,  
Reflector, Conspicuity  
Tape and Rear  
Extension Installation Kit  
(VVK00-0006)

**Background:**

**INADEQUATE LIGHTING, REFLECTORS AND CONSPICUTITY TAPE  
INADEQUATE REAR IMPACT PROTECTION**

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. The trailers may not have an extended lower chassis, reducing rear impact protection and does not meet US or Canada Federal Motor Vehicle Safety Standard (FMVSS/CMVSS) governmental regulation 223 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.

In the event of a rear impact crash, the other vehicle may travel under the rear of the vacuum excavator, increasing the risk of serious injury or death to someone in the other vehicle or to the towing vehicle occupants.

Property or equipment damage may also occur.

### **Solution:**

#### **IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

VVK00-0006 has been created to provide the necessary parts and instructions to relocate the vehicle lights, add reflex reflectors, add conspicuity tape to the sides and rear, add reflect reflectors and add a rear chassis extension. **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.

### **DEALER PARTICIPATION**

#### **REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS**

1. **Reports will be emailed** during the week of May 22, 2020, to dealerships shown in our records which have units in their territory affected by this Alert. Please review the report for accuracy, including owner and/or address changes.

If the information contained in the report is NOT correct, please notify the Product Safety Department on or before June 4, 2020 at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

2. **Dealerships Order Kits by calling Vac-Tron at 888-822-8766.**  
Each dealership should determine the quantity of Kits to order initially depending upon the number of units that may be available for immediate upgrade. **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 customer(s) on or about **June 5, 2020.** *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK00-0006, please contact the Vac-Tron Service Department. Vermeer Corporate is assisting Vac-Tron with the administration of this campaign.

### **REIMBURSEMENT**

Upon completion of each Kit installation, a campaign Warranty Claim must be submitted to the Vermeer Corporate Warranty Department for reimbursement of the parts cost and labor of the Kit.

This kit will reimburse labor hours as follows:

- VVK01: 7 hours
- VVK02: 2 hours
- VVK03: 8 hours

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

### **OWNER NOTIFICATION**

**Sample Letter:** Included at the end of this Bulletin is a sample letter which will be sent by Vermeer Corporation directly to the Owners on or about **June 5, 2020**, via USPS certified/registered mail. The owner letter will be translated into the following languages:

- Arabic
- French

All translated owner notices will also include English owner notification.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving VVK00-0006 from the Parts Center, you must contact your affected customer(s) immediately and schedule a mutually acceptable time to upgrade their machine.

We regret any inconvenience these corrective measures may cause you. This required work is for safety of the safety of the towing vehicle driver and occupants as well as other traveling on public roadways or in the immediate area while being towed. We hope you agree the safety benefits surpass the inconvenience.

**VAC-TRON EQUIPMENT, INC.**

#### **Attachment:**

VVK00-0006 Kit Instructions

<b>Completion Schedule:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b> <input type="checkbox"/> <b>90 days from MM/DD/YYYY</b> <input type="checkbox"/> <b>180 days from MM/DD/YYYY</b> <input type="checkbox"/> <b>1 year from MM/DD/YYYY</b> <input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b> <input type="checkbox"/> <b>N/A</b>	<b>Reimbursement:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert: Work Completion Certificate Required</b> <input checked="" type="checkbox"/> <b>All Units Listed Above</b> <input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor Paid (Labor Code: SB20)</b> <input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b> <input type="checkbox"/> <b>No Reimbursement</b>
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<b>Internal Reference:</b> <b>TREAD Act Code</b> <i>(Choose one or more codes applicable)</i>	<input type="checkbox"/>	--	Not Applicable	<input checked="" type="checkbox"/>	12	Exterior lighting
	<input type="checkbox"/>	02	Suspension	<input 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

AFFECTED MACHINES - VVK01-0006						
MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT	

AFFECTED MACHINES - VVK02-0006						
Model	VIN	SERIAL/UNIT	Model	VIN	SERIAL/UNIT	

AFFECTED MACHINES - VVK03-0006						
Model	VIN	SERIAL/UNIT	Model	VIN	SERIAL/UNIT	

# Sample Owner Letter

June 5, 2020

VIA USPS CERTIFIED/REGISTERED MAIL

Dear «MODEL» Owner:

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

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2012-2020 Vermeer «MODEL» vacuum excavator trailers.

## **INADEQUATE LIGHTING, REFLECTORS AND CONSPICUITY TAPE INADEQUATE REAR IMPACT PROTECTION**

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. The trailers may not have an extended lower chassis, reducing rear impact protection and does not meet US or Canada Federal Motor Vehicle Standard (FMVSS/CMVSS) governmental regulation 223 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.

In the event of a rear impact crash, the other vehicle may travel under the rear of the vacuum excavator, increasing the risk of serious injury or death to someone in the other vehicle or to the towing vehicle occupants.

Property or equipment damage may also occur.

### **IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

VVK00-0006 has been created to provide the necessary parts and instructions to relocate the vehicle lights, add reflex reflectors, add conspicuity tape to the sides and rear, add reflect reflectors and add a rear chassis extension. **This kit must be installed as soon as possible.** reflectors and add a rear chassis extension. **This kit must be installed as soon as possible.**



## **IMPORTANT SAFETY RECALL**

### **First Notice**

**Light Relocation, Reflector,  
Conspicuity Tape and Rear  
Extension Installation Kit  
(VVK00-0006)**

**Model:** «MODEL»

This notice applies to your vehicle,

**Serial No:** «PRD\_SRL»

**Unit No:** «PART\_SRL»

**Please contact** your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install VVK00-006 **at no cost** to you for labor or materials. The installation of each kit is estimated at VVK01 – 7 hours of labor, VVK02 – 2 hours of labor, and VVK03 – 8 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.**

<b>Contact your local Vermeer Dealer:</b> «Service_Dealer_Name» «Serv_Dealer_Add1» «Serv_Dealer_Add2» «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip» «SERV_DEALER_COUNTRY» <b>Telephone:</b> «Serv_Dealer_Phone»
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According to our records, you currently own a Vermeer «MODEL» vacuum excavator trailer. The Model and Serial Number of the «MODEL» is shown at the top right of this letter. If you no longer own this unit, please notify the Product Safety Department at:

Toll Free:      800-829-0051, extension 7060

Telephone:    641-621-7060

E-mail:        productsafety@vermeer.com

If possible, please provide the name and address of the new owner. Vermeer Corporation is assisting Vac-Tron with the administration of this campaign.

We regret any inconvenience these corrective measures may cause you. This required work is for safety of the safety of the towing vehicle driver and occupants as well as other traveling on public roadways or in the immediate area while being towed. We hope you agree the safety benefits surpass the inconvenience.

Very truly yours,

**VAC-TRON EQUIPMENT, LLC**

*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 Sample Owner Letter

June 5, 2020

VIA USPS CERTIFIED/REGISTERED MAIL

Dear «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.

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2012-2020 Vermeer «MODEL» vacuum excavator trailers.

### **INADEQUATE LIGHTING, REFLECTORS AND CONSPICUTITY TAPE INADEQUATE REAR IMPACT PROTECTION**

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. The trailers may not have an extended lower chassis, reducing rear impact protection and does not meet US or Canada Federal Motor Vehicle Standard (FMVSS/CMVSS) governmental regulation 223 for the Unites 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.

In the event of a rear impact crash, the other vehicle may travel under the rear of the vacuum excavator, increasing the risk of serious injury or death to someone in the other vehicle or to the towing vehicle occupants.

Property or equipment damage may also occur.

### **IMMEDIATE MACHINE MODIFICATIONS REQUIRED**



## **IMPORTANT SAFETY RECALL**

### **First Notice**

**Light Relocation, Reflector,  
Conspicuity Tape and Rear  
Extension Installation Kit  
(VVK00-0006)**

**Model:** «Model»

This notice applies to your vehicle,

**Serial No:** «PRD\_SRL»

**Unit No:** «PART\_SRL»



VVK00-0006 has been created to provide the necessary parts and instructions to relocate the vehicle lights, add reflex reflectors, add conspicuity tape to the sides and rear, add reflect reflectors and add a rear chassis extension. **This kit must be installed as soon as possible.** reflectors and add a rear chassis extension. **This kit must be installed as soon as possible.**

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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»

According to our records, you currently own a Vermeer «MODEL» vacuum excavator trailer. The Model and Serial Number of the «MODEL» is shown at the top right of this letter. If you no longer own this unit, please notify the Product Safety Department at:

Toll Free:       800-829-0051, extension 7060  
Telephone:     641-621-7060  
E-mail:         productsafety@vermeer.com

If possible, please provide the name and address of the new owner. Vermeer Corporation is assisting Vac-Tron with the administration of this campaign.

We regret any inconvenience these corrective measures may cause you. This required work is for safety of the safety of the towing vehicle driver and occupants as well as other traveling on public roadways or in the immediate are while being towed. We hope you agree the safety benefits surpass the inconvenience.

Very truly yours,  
**VAC-TRON EQUIPMENT, LLC**

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.