

Vermeer MV Solutions Inc.

 Trenchless
 Okahumpka, FL 34762 USA

**FIELD CAMPAIGN
 SERVICE BULLETIN #**
SMV2022-011
DATE:
14 July 2022
**CAMPAIGN
 TYPE:**

Mandatory-Product Safety

**CAMPAIGN
 CATEGORY:**

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS		Kit Version
	Included	Excluded	
CS870GT	See attached listing on pages 5–6 of this Bulletin for specific VIN and Serial/Unit numbers.	N/A	VVK01
CSGT			
CS873GT			
LP303GT			
LP370XDT			
LP373GT			
LP373SGT			
LP373XDT			
LPMINI			
LPMINISK			
LPMINIXDT			
LP303GT	See attached listing on page 6 of this Bulletin for specific VIN and Serial/Unit numbers.	N/A	VVK02
LP303XDT			
LP373GT			
LP373SGT			

Subject:



Light Relocation, Reflector
and Conspicuity Tape
Installation Kit
(VVK000007)

Background:

In July 2020, 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 SVC2020-010 First notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK000007 has been created to provide the necessary parts and instructions to relocate the vehicle lights, add reflex reflectors to the front, side and rear, add conspicuity tape to the sides and rear. **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 July 14, 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 VVK000007 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 **July 27, 2022**, at productsafety@vermeer.com.

2. **Review kits in dealer inventory.** Prior to ordering kits from Vermeer MV Solutions - Florida, check your inventory to determine if you have VVK000007 in stock. Order kits by calling Vermeer MV Solutions – Florida at **888-822-8766** 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 July 28, 2022. Also refer to Owner Notification section below.

If you have any questions concerning the installation of VVK000007, please contact the Vermeer MV Solutions – Florida service department. Vermeer Corporation 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 warranty department for reimbursement of the cost of parts and labor to install the kit. Labor hours to install: 3 hour(s).

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 **July 28, 2022**. Owner registrations indicate no translations are required for this campaign. The owner letter will only be available 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 VVK000007 from Vermeer MV Solutions – Florida, you must **contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine(s).

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

Vermeer MV Solutions, Inc.

Attachments:

VVK00-0007 Kit instructions
SVV2020-010 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: Work Completion Certificate Required <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 - VVK010007

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
CS870GT	5HZBF1928KLBK2144	191199	CSGT	5HZB192W7LK002043	200040
CS870GT	5HZBF1926KLCK2145	191210	CSGT	5HZB192W9LK002044	200041
CS870GT	5HZBF1928KLCK2146	191217	CSGT	5HZB192W5LK002042	200048
CS870GT	5HZBF192XKLCK2147	191218	CSGT	5HZB192W4LK002047	200140
CSGT	5HZB162W8KK002002	191291	CSGT	5HZB192W6LK002048	200141
CSGT	5HZB192WXXX002004	191331	CSGT	5HZB192W2LK002046	200142
CSGT	5HZB192W1KK002005	191332	CSGT	5HZB192W8LK002049	200143
CSGT	5HZB192W8KK002003	191353	CSGT	5HZB192W4LK002050	200146
CSGT	5HZB192W5KK002007	191373	CSGT	5HZB192W6LK002051	200147
CSGT	5HZB192W7KK002008	191418	CSGT	5HZB192W8LK002052	200149
CSGT	5HZB192W9KK002009	191419	CSGT	5HZB192WXLK002053	200150
CSGT	5HZB192W5KK002010	191420	CSGT	5HZB192W1LK002054	200152
CSGT	5HZB192W9KK002012	191433	CSGT	5HZB192W3LK002055	200153
CSGT	5HZB192W0KK002013	191437	CSGT	5HZB192W5LK002056	200154
CSGT	5HZB192W2KK002014	191438	CSGT	5HZB192W9LK002061	200298
CSGT	5HZB192W4KK002015	191468	CSGT	5HZB192W0LK002062	200378
CSGT	5HZB192W6KK002016	191469	CSGT	5HZB192W2LK002063	200380
CSGT	5HZB192W8KK002017	191483	LP303GT	5HZBF1622HLAH1118	171041
CSGT	5HZB162W9KK002011	191484	LP370XDT	5HZBF1625JLCJ1222	181179
CSGT	5HZB192WXXX002018	191555	LP373GT	5HZBF1623HLEH1205	171181
CSGT	5HZB192W1KK002019	191556	LP373GT	5HZBF162XHLHH1341	171370
CSGT	5HZB192W6LK002020	191656	LP373GT	5HZBF1622JLAJ1138	181054
CSGT	5HZB192W8LK002021	191657	LP373GT	5HZBF162XJLBJ1147	181072
CSGT	5HZB192WXLK002022	191688	LP373GT	5HZBF1620JLCJ1211	181176
CSGT	5HZB192W1LK002023	191689	LP373GT	5HZBF1621JLCJ1220	181202
CSGT	5HZB192W3LK002024	191690	LP373GT	5HZBF1629JLJJ1458	181574
CSGT	5HZB192W5LK002025	191691	LP373GT	5HZBF1625JLJJ1439	181591
CSGT	5HZB192W7LK002026	191695	LP373GT	5HZBF1623JLMJ1495	181665
CSGT	5HZB192W9LK002027	191696	LP373GT	5HZBF1626KLAK1110	191137
CSGT	5HZB192W0LK002028	191697	LP373SGT	5HZBF1621JLFJ1369	181405
CSGT	5HZB192W2LK002029	191698	LP373XDT	5HZBF1629HLAH1116	171037
CSGT	5HZB192W0LK002031	191753	LP373XDT	5HZBF1625HLEH1206	171182
CSGT	5HZB192W2LK002032	191755	LP373XDT	5HZBF1627HLEH1207	171183
CSGT	5HZB192W6LK002034	191773	LP373XDT	5HZBF1629HLEH1208	171184
CSGT	5HZB192W9LK002030	191807	LP373XDT	5HZBF1625HLHH1330	171369
CSGT	5HZB192WXLK002036	191824	LP373XDT	5HZBF1621HLHH1356	171427
CSGT	5HZB192W1LK002037	191826	LP373XDT	5HZBF1627HLKH1442	171498
CSGT	5HZB192W3LK002038	191828	LP373XDT	5HZBF1627JLCJ1223	181177
CSGT	5HZB192W8LK002035	191829	LP373XDT	5HZBF1623JLCJ1221	181178
CSGT	5HZB192W7LK002057	200037	LPMINI	5HZF1620XKK002001	191243
CSGT	5HZB192W1LK002040	200038	LPMINI	5HZF16200LK002008	191730
CSGT	5HZB192W3LK002041	200039	LPMINI	5HZF16209LK002007	191731

AFFECTED MACHINES - VVK010007						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
LPMINI	5HZF1620XLK002002	191845		LPMINI	5HZF16209LK002010	200216
LPMINI	5HZF16201LK002003	191846		LPMINISK	5HZY160G9KK002001	191455
LPMINI	5HZF16203LK002004	191847		LPMINIXDT	5HZH1622XLK000101	191850
LPMINI	5HZF16205LK002005	191848		LPMINIXDT	5HZH16221LK000102	191851
LPMINI	5HZF16207LK002006	191849		LPMINIXDT	5HZH16223LK000103	191852
LPMINI	5HZF16202LK002009	200132				

AFFECTED MACHINES - VVK02-0007						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
LP303GT	5HZBF162XGLFG1188	161180		LP373GT	5HZBF1623GLLG1282	161339
LP303GT	5HZBF1626GLMG1294	161322		LP373GT	5HZBF1628GLHG1227	161255
LP303XDT	5HZBF1629GLLG1285	161335		LP373GT	5HZBF1620GLGG1221	161240
LP373GT	5HZBF162XGLHG1231	161257		LP373SGT	5HZBF1624GLMG1293	161353

Sample
Owner
Letter**IMPORTANT
SAFETY
RECALL****Second Notice**
**Light Relocation, Reflector
and Conspicuity Tape
Installation Kit
(VVK000007)**

July 28, 2022

Dear «MODEL» Owner:

Model: «Model»
This notice applies to your vehicle,
Serial No: «PRD_SRL»
Unit 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 July 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.**

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2016–2020 Vermeer «MODEL» vacuum excavator trailers.

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» vacuum 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 hour(s) 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 to inform us what dealership completed the installation 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 these corrective measures may cause you. This required work is for safety of the towing vehicle driver and occupants, as well as others traveling on public roadways or in the immediate area while being towed. We hope you agree the safety benefits surpass the inconvenience.

Regards,
Vermeer MV Solutions, Inc.

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>