

Vermeer MV Solutions, Inc.

Trenchless
 Okahumpka, FL 34762 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2022-013

DATE:

21 July 2022

**CAMPAIGN
 TYPE:**

Mandatory – Product Safety

**CAMPAIGN
 CATEGORY:**

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		
	Included	Excluded	Kit Version
CSGT	See attached listing on pages 5-6 of this Bulletin for specific VIN and Serial/Unit numbers	None	VVK01
CS873GT			
CS870GT			
CS870DT			
CS800GT			
CS573GT			
CS570GT			
CS500DT			
CS1273GT	See attached listing on Page 6 of this Bulletin for specific VIN and Serial/Unit numbers	None	VVK02
CS1270SGT			
CS1270GT			

Subject:



Light Relocation,
Reflector, Conspicuity
Tape Installation, and
Rear Extension
Installation Kit
(VVK000008)

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, CONSPICUITY TAPE
AND REAR EXTENSION**

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 rear chassis, which reduces rear impact protection and does not meet US or Canada Federal Motor Vehicle Standard (FMVSS/CMVSS) government 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.

Reference: Service bulletin SVV2020-012 first notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK000008 has been created to provide the necessary parts and instructions to relocate the vehicle lights and reflex reflectors, add conspicuity tape to the sides and rear, and add a rear extension. **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 July 21, 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 VVK000008 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 3, 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 VVK000008 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 August 4, 2022. Also refer to Owner Notification section below.

If you have any questions concerning the installation of VVK000008, 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: 6 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 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 **August 4, 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 VVK000008 from the 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 that 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 that the safety benefits surpass the inconvenience.

PRODUCT SAFETY DEPARTMENT

Attachments:
 VVK000008 Kit instructions
 SVV2020-012 First notice

<p>Completion Schedule:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input type="checkbox"/> 90 days from date of this bulletin</p> <p><input type="checkbox"/> 180 days from date of this bulletin</p> <p><input type="checkbox"/> 1 year from date of this Bulletin</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 checked="" type="checkbox"/> All units listed above</p> <p><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 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 - VVK010008						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
CS870GT	5HZBF1625HLKH1441	171497		CS870GT	5HZBF1625HLHH1313	171336
CS500DT	5HZBF1624GLDG1147	161099		CS870GT	5HZBF1620HLHH1333	171371
CS570GT	5HZBF1419GLEG3103	161158		CS870GT	5HZBF1621HLHH1339	171380
CS570GT	5HZBF1621JLBJ1151	181084		CS870GT	5HZBF1628HLHH1340	171381
CS573GT	5HZBF162XJLBJ1150	181078		CS870GT	5HZBF1622HLHH1351	171391
CS573GT	5HZBF1628JLEJ1351	181389		CS870GT	5HZBF1624HLHH1352	171392
CS800GT	5HZBF1623GLKG1277	161325		CS870GT	5HZBF1626HLJH1400	171432
CS800GT	5HZBF1621GLLG1278	161326		CS870GT	5HZBF1629HLKH1426	171477
CS800GT	5HZBF1623GLLG1279	161327		CS870GT	5HZBF1626HLLH1466	171547
CS800GT	5HZBF1624HLEH1214	171208		CS870GT	5HZBF1628HLLH1467	171548
CS800GT	5HZBF1620HLDH1188	171215		CS870GT	5HZBF1622JLAJ1155	181082
CS800GT	5HZBF1629JLHJ1416	181492		CS870GT	5HZBF1620JLBJ1156	181083
CS800GT	5HZBF1629KLAK1134	191131		CS870GT	5HZBF1625JLAJ1120	181089
CS870DT	5HZBF1621HLJH1370	171428		CS870GT	5HZBF1623JLCJ1171	181110
CS870GT	5HZBF1622GLBG1125	161066		CS870GT	5HZBF1629JLCJ1174	181118
CS870GT	5HZBF1620GLCG1126	161068		CS870GT	5HZBF1620JLCJ1175	181119
CS870GT	5HZBF1622GLCG1127	161069		CS870GT	5HZBF1622JLCJ1176	181120
CS870GT	5HZBF1623GLCG1136	161084		CS870GT	5HZBF1624JLCJ1177	181121
CS870GT	5HZBF1628GLDG1149	161111		CS870GT	5HZBF1626JLCJ1178	181122
CS870GT	5HZBF1624GLDG1150	161112		CS870GT	5HZBF1624JLCJ1180	181123
CS870GT	5HZBF1628GLFG1190	161186		CS870GT	5HZBF1623HLJH1399	181133
CS870GT	5HZBF1621GLFG1192	161190		CS870GT	5HZBF1628JLEJ1270	181263
CS870GT	5HZBF1623GLFG1193	161191		CS870GT	5HZBF162XJLEJ1271	181264
CS870GT	5HZBF1625GLFG1194	161192		CS870GT	5HZBF1620JLEJ1280	181276
CS870GT	5HZBF1627GLFG1195	161193		CS870GT	5HZBF1628JLEJ1303	181309
CS870GT	5HZBF1620GLJG1251	161297		CS870GT	5HZBF1624JLJF1382	181346
CS870GT	5HZBF1626GLLG1292	161347		CS870GT	5HZBF1626JLEJ1333	181358
CS870GT	5HZBF1628HLAH1141	171069		CS870GT	5HZBF1625JLEJ1341	181379
CS870GT	5HZBF1627HLBH1148	171081		CS870GT	5HZBF1629JLEJ1343	181387
CS870GT	5HZBF1626HLCH1175	171135		CS870GT	5HZBF1620JLEJ1344	181388
CS870GT	5HZBF1628HLCH1176	171137		CS870GT	5HZBF1626JLEJ1347	181391
CS870GT	5HZBF1622HLDH1189	171154		CS870GT	5HZBF162XJLHJ1392	181396
CS870GT	5HZBF1620HLDH1191	171157		CS870GT	5HZBF1621JLHJ1393	181442
CS870GT	5HZBF1626HLEH1215	171209		CS870GT	5HZBF1629JLJ1430	181486
CS870GT	5HZBF1628HLEH1216	171210		CS870GT	5HZBF1620JLHJ1417	181497
CS870GT	5HZBF1625HLFH1239	171240		CS870GT	5HZBF162XJLKJ1486	181648
CS870GT	5HZBF1621HLFH1254	171258		CS870GT	5HZBF1625JLKJ1492	181659
CS870GT	5HZBF162XHLFH1267	171276		CS870GT	5HZBF1629JLKJ1494	181662
CS870GT	5HZBF1621HLFH1268	171277		CS870GT	5HZBF1624JLMJ1506	181698
CS870GT	5HZBF1628HLGH1285	171307		CS870GT	5HZBF1627KLAK1150	191159
CS870GT	5HZBF1625HLGH1292	171308		CS870GT	5HZBF1629KLAK1151	191169
CS870GT	5HZBF1622HLGH1296	171312		CS870GT	5HZBF1620KLAK1152	191197

AFFECTED MACHINES - VVK010008						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
CS870GT	5HZBF1624KLMJ1572	191232		CS873GT	5HZBF1625JLMJ1501	181683
CS873GT	5HZBF1629HLLH1459	171533		CS873GT	5HZBF1622KLKJ1502	191139
CS873GT	5HZBF1624JLDJ1246	181225		CSGT	5HZB192W4KK002001	191288
CS873GT	5HZBF1626JLDJ1247	181226		CSGT	5HZB192W3KK002006	191372
CS873GT	5HZBF1628JLDJ1248	181227				

AFFECTED MACHINES - VVK020008						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
CS1270GT	5HZBF1922JLAJ2110	181135		CS1273GT	5HZBF1921JLHJ2278	181500
CS1270GT	5HZBF1924JLCJ2146	181076		CS1273GT	5HZBF1929JLKJ2348	181705
CS1270SGT	5HZBF1923HLJH2211	171145				



PRODUCT SAFETY RECALL

Second Notice

Light Relocation, Reflector, Conspicuity Tape and Rear Extension Installation Kit (VVK000008)

August 4, 2022

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

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.

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».

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

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 6 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: «SERV_DLR_NAME»
«SERV_DLR_ADD1»
«SERV_DLR_CITY STATE ZIP»
«SERV_DLR_COUNTRY»
Telephone: «SERV_DLR_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 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.

Regards,
Vermeer MV Solutions, Inc.

Enclosure: First notice owner letter – July 14, 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>