

SERVICE BULLETIN

VERMEER MV SOLUTIONS, INC.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN

SERVICE BULLETIN #: SMV2021-001

DATE: 7 January, 2021

CAMPAIGN
TYPE:

Mandatory-Product Safety

CAMPAIGN
CATEGORY:

Kit and Bulletin

MACHINE / ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
Vac-Tron LP873SDT	See attached listing on page 4 of this bulletin for specific VIN and Serial/Unit numbers.	N/A	VVK01
Vac-Tron LP873SGT			
Vac-Tron LPSGT			
Vac-Tron LPXDT			

Subject:



Rear Extension
Installation Kit
(VMV00-0001)

Background:

INADEQUATE REAR EXTENSION

The trailers do not have an extended lower chassis, reducing rear impact protection and therefore not meeting U.S. Federal Motor Vehicle Standard (FMVSS) governmental regulation 223 for the United States.

DEATH OR SERIOUS INJURY POSSIBLE

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

VMV00-0001 has been created to provide the necessary parts and instructions to add a rear chassis extension. **This kit must be installed as soon as possible.**

Vermeer Corporation is administering this campaign on behalf of Vermeer MV Solutions, Inc.

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** by Vermeer Corporation on behalf of Vermeer MV Solutions, Inc. during the week of January 7, 2021, 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 January 20, 2021, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

2. **Dealerships order kits** by **calling Vermeer MV Solutions – Florida 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 **January 21, 2021**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV-0001, please contact the Vermeer MV Solutions Service Department - Florida.

REIMBURSEMENT

Upon completion of each kit installation, a campaign warranty claim must be submitted to the Vermeer Corporation warranty department for reimbursement of the parts cost and labor installation.

This kit will reimburse **4.0 hours** of labor.

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

OWNER NOTIFICATION

Sample letter: Included at the end of this bulletin is a sample letter which will be sent by Vermeer Corporation on behalf of Vermeer MV Solutions, Inc. directly to the owners on or about **January 21, 2021**, via USPS certified/registered mail. 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 VMV00-0001, 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 crew, 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.

Attachment:

VMV00-0001 Kit Instructions

<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 checked="" type="checkbox"/> All Units Listed Above</p> <p><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB21)</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

AFFECTED MACHINES - VMV01-0001

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP873SGT	5HZBF1922GLBG2108	161047	LP873XDT	5HZBF1922HLBH2123	171089
LP873SGT	5HZBF1924JLJF2219	181452	LP873XDT	5HZBF1929GLDG2127	161108
LP873SGT	5HZBF1929FLGF2138	151172	LP873XDT	5HZBF1921HLKH2212	171438
LP873SGT	5HZBF1928HLGH2173	171232	LP873XDT	5HZBF1923HLLH2232	171536
LP873SGT	5HZBF192XHLGH2174	171233	LPSGT	5HZH19224KK002006	191307
LP873SGT	5HZBF1925HLGH2177	171293	LPSGT	5HZH19226KK002007	191308
LP873SGT	5HZBF1924GLHG2161	161244	LPSGT	5HZH19228KK002008	191309
LP873SGT	5HZBF1926GLHG2162	161245	LPSGT	5HZH1922XKK002009	191310
LP873SGT	5HZBF1928GLHG2163	161263	LPSGT	5HZH19226KK002010	191335
LP873SGT	5HZBF1924GLJG2169	161275	LPSGT	5HZH19225KK002015	191392
LP873SGT	5HZBF1920GLJG2170	161276	LPSGT	5HZH19223LK002032	191679
LP873SGT	5HZBF1924GLJG2172	161282	LPSGT	5HZH19221LK002045	191804
LP873SGT	5HZBF1928GLJG2174	161296	LPXDT	5HZJ19234KK002016	191402
LP873SGT	5HZBF1923HLJH2208	171442	LPXDT	5HZJ19236KK002017	191403
LP873SGT	5HZBF192XGLLG2182	161333	LPXDT	5HZJ19231KK002023	191426
LP873XDT	5HZJ1923XLK002085	191764	LPXDT	5HZJ19235LK002088	191765
LP873XDT	5HZJ19235LK002088	191765	LPXDT	5HZJ1923XLK002104	191801
LP873XDT	5HZBF1929GLAG2104	161051	LPXDT	5HZJ19233LK002137	191802
			LPXDT	5HZJ19239LK002143	200035

SAMPLE OWNER LETTER



IMPORTANT SAFETY RECALL

First Notice Rear Extension Installation Kit (VMV00-0001)

January 21, 2021

VIA USPS CERTIFIED/REGISTERED MAIL

Dear «MODEL» Owner:

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

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

Vermeer MV Solutions, Inc. has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2016–2020 Vac-Tron «MODEL» vacuum excavator trailers. According to our records, you currently own a Vac-Tron «MODEL» vacuum excavator. The Model and Serial Number of the «MODEL» is shown at the top right of this letter.

INADEQUATE REAR EXTENSION

The trailers do not have an extended lower chassis, reducing rear impact protection and therefore not meeting U.S. Federal Motor Vehicle Standard (FMVSS) governmental regulation 223 for the United States.

DEATH OR SERIOUS INJURY POSSIBLE

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

VMV00-0001 has been created to provide the necessary parts and instructions to provide the necessary parts and instructions to 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.

Please contact your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install VMV00-0001 **at no cost** to you for labor or materials. The installation of this kit is estimated at 4 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 you no longer own this unit, please notify Vermeer Corporation's 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.

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 that you agree that the safety benefits surpass the inconvenience.

Sincerely,

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 MV Solutions, Inc. through 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>.