

Vermeer MV Solutions, Inc.

Trenchless
 Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN

SERVICE BULLETIN #: SMV2021-009 **DATE:** 28 October 2021

CAMPAIGN TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
ECO50	See attached listing on page 4 of this bulletin for specific VIN and truck VIN	None	IK01
ECO75			
ECO80			
VSK100XT			
VSK30			
VSK500			

Subject:



Red Rear and Side Clearance Lamps and Reflectors Installation Kit (VMV00-0013)

Background:

INADEQUATE REAR AND SIDE REFLECTORS

The red rear clearance lamps, the red rear reflex reflectors, the red rear side clearance lamps and/or the red rear side reflex reflectors of each unit do not include sufficient marker lamps and reflex reflectors. The clearance lamps and reflectors do not meet U.S. or Canada Federal Motor Vehicle Safety Standard (FMVSS/CMVSS) governmental regulation 108 for the United States.

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 unit at night or during limited sunlight and striking the vacuum excavator. To reduce the potential of this occurring, red rear clearance lamps, red rear reflex reflectors, red rear side clearance lamps and/or red rear side reflex reflectors will be installed on the vacuum excavator. Property or equipment damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV00-0013 has been created to provide the necessary parts and instructions to install red rear and side clearance lamps and red rear and side reflex reflectors. **The 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 October 28, 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 November 10, 2021, at:

Telephone: 641-621-7060

Fax: 641-621-7739

Email: productsafety@vermeer.com

2. **Dealerships order kits** by calling **Vermeer MV Solutions – South Carolina at 800-435-9340**. 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(s). **Note:** Letters will be sent to the customer(s) on or about **November 11, 2021**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV00-0013, please contact the Vermeer MV Solutions service department – South Carolina.

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 installation.

This kit will reimburse 1 hour 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 directly to the owners on or about **November 11, 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 VMV00-0013, 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 crew, the towing vehicle driver and occupants, as well as others traveling on public roadways.

VERMEER MV SOLUTIONS, INC.

Attachment:

VMV00-0013 Kit instructions

<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 style="padding-left: 20px;">Work completion certificate required</p> <p><input checked="" type="checkbox"/> All units listed above</p> <p style="padding-left: 20px;"><input 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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Internal Reference: TREAD Act Code <i>(Choose one or more applicable codes)</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

Model	VIN	Truck VIN	Model	VIN	Truck VIN*
ECO50	7HWZ170G5KG005007		ECO75	7HWB170VVMG000138	1FDNF6DCOMDF05252
ECO50	7HWZ170G9KG005009		ECO80	0000S8H0314172445	
ECO50	7HWZ170G5KG005010		ECO80	0000S5H0318172457	
ECO50	7HWZ170G7LG005012	1FDNF6DC7KDF04161	ECO80	0000S5H0610172595	
ECO50	1MVZ170GAMG010004	1FDNF6DC1NDF01986	ECO80	0000S8H0610172596	
ECO50	1MVZ170GLMG010005	1FDNF6DC3NDF01987	ECO80	0000S8H0610172597	
ECO50	0000S5H1105151632		VSK100XT	0000S5X0720151427	
ECO50	0000S5H0516161962		VSK100XT	0000S5H0212161761	
ECO50	0000S5H0705162034		VSK100XT	0000S5X1020162233	
ECO50	0000V5H0808162116		VSK30	7HWY190G6KG000101	
ECO50	0000S5H0220172408		VSK30	0000S5H0715162061	1FDNF6DC5GDA03907
ECO50	0000S8H0115182955		VSK30	0000S5S1003162191	
ECO75	7HWB180VXJG000101		VSK30	0000S5S1003162193	
ECO75	7HWB170V4JG000105	1FDNF6DC9HDB02621	VSK500	00000S5X013113463	
ECO75	7HWB180V0KG000111	1FDWF7DE3KDF00628	VSK500	00000S5X013113464	
ECO75	7HWB180V0LG000112	1FDXF7DEXKDF07717	VSK500	0000S5H0912147766	
ECO75	7HWB240V3LG000112		VSK500	000000SH102314839	
ECO75	7HWB180V6KG000114		VSK500	00000S5X022412775	
ECO75	7HWB170V5LG000116	1FVHCYFEXLHLN6509	VSK500	00000S5H102414845	
ECO75	7HWB170V6LG000125		VSK500	0000S5AW072611529	
ECO75	7HWB170V8LG000126	1FDNF6DC9KDF04162	VSK500	00000S5H080612108	
ECO75	7HWB170VTLG000132	1FDXF7DE9KDF05179	VSK500	00000S5H080612109	
ECO75	7HWB180VHMG000134	2NKHHJ7X8LM410488	VSK500	000S5XAW120711685	
ECO75	7HWB170VJMG000136	3ALHCYFE3MDMS4415	VSK500	00000S5X011912736	
ECO75	7HWB170VCMG000137	1FVHCYFE5MHMJ3913	VSK500	00000S5H092914808	

*The truck VINs that are missing were not available in manufacturing records.

NHTSA SAFETY RECALL NUMBER 21V-721

Sample
Owner
Letter



**IMPORTANT
SAFETY
RECALL**

First Notice

**Red Rear and Side Clearance
Lamps and Reflectors
Installation Kit
(VMV00-0013)**

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

November 11, 2021

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 MV Solutions, Inc. has decided that a defect that relates to motor vehicle safety exists in certain model year 2005 – 2021 McLaughlin or Vermeer «MODEL» vacuum excavator trailers. Vermeer Corporation is administering this recall on behalf of Vermeer MV Solutions, Inc.

INADEQUATE REAR AND SIDE REFLECTORS

The red rear clearance lamps, the red rear reflex reflectors, the red rear side clearance lamps and/or the red rear side reflex reflectors of each unit do not include sufficient marker lamps and reflex reflectors. The clearance lamps and reflectors do not meet U.S. or Canada Federal Motor Vehicle Safety Standard (FMVSS/CMVSS) governmental regulation 108 for the United States.

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Please contact your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install VMV00-0013 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1 hour 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»

According to our records, you currently own a McLaughlin or Vermeer «MODEL» vacuum excavator system. The model and serial number of the «MODEL» is shown at the top center 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

Email: productsafety@vermeer.com

If possible, please provide the name and address of the new owner.

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.

Regards,

PRODUCT SAFETY DEPARTMENT

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>