



Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2025-018

DATE: 2025 July 10

CAMPAIGN TYPE:	Mandatory – Product Safety DEALER INSTALLATION ONLY
	Bulletin Only
CAMPAIGN CATEGORY:	Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
VX30G	5002 – 5040	5003 – 5014, 5017, 5024, 5025, 5028 – 5038	VMV01
VX30	5015 – 5127	5016 – 5028, 5030, 5032 – 5041, 5043, 5045 – 5050, 5055 – 5066, 5069, 5070, 5072 – 5076, 5078 – 5093, 5095 – 5097, 5099, 5101, 5103, 5106 – 5114, 5117 – 5119, 5124 – 5126	VMV01
VX50	See attached listing on pages 5 – 7 of this bulletin for specific VIN numbers	None	VMV01
VX50	5361, 5500, 5654	None	VMV02

Subject:



Operator's/
Maintenance Manual
Lug Nut Torque Value
Update Kit
(VMV000015)

Background:

In January 2022, owner notifications were sent regarding the above-referenced product safety recall. We have not received confirmation that all the machines have been updated.

Vermeer MV Solutions, Inc. has decided that a defect that relates to motor vehicle safety exists in certain model year 2018 – 2021 McLaughlin and 2021 – 2022 Vermeer vacuum excavator trailers. Vermeer Corporation is administering this campaign on behalf of Vermeer MV Solutions, Inc.

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

An incorrect lug nut torque value is listed in the operator's and maintenance manual of vacuum excavators. The affected trailers are equipped with an 800-gallon spoil tank. The incorrect lug nut torque in the operator's and maintenance manual is a lower value (120 ft-lb) than recommended by the axle manufacturer (210 ft-lb).

INCORRECT LUG NUT TORQUE VALUE

120 ft-lb (163 Nm)

CORRECTED LUG NUT TORQUE VALUE

210 ft-lb (163 Nm)

DEATH OR SERIOUS INJURY POSSIBLE

Incorrect lug nut torque may cause the wheel lug nuts to loosen, increasing the risk of wheel loss and the risk of a crash.

Note: During manufacturing, lug nuts on affected vacuum excavators were torqued properly at 210 ft-lb.

Reference: Service bulletin SMV2022-003 first notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000015 has been created to provide replacement copies of the operator's and maintenance manual with the updated correct torque value of 210 ft-lb. **This kit must be installed as soon as possible.**

Also, please verify that your machine's lug nuts are properly torqued at 210 ft-lb. **The operator's and maintenance manuals must be replaced as soon as possible and the prior manual copies discarded.**

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.

Vermeer Corporation is administering this product safety alert on behalf of Vermeer MV Solutions, Inc.

DEALER PARTICIPATION REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports** will be emailed during the week of July 10, 2025, 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 VMV000015 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 23, 2025**, at productsafety@vermeer.com.
2. **Review kits in dealer inventory.** Prior to ordering kits from the Parts Distribution Center, check your inventory to determine if you have VMV000015 in stock. Enter kit orders in EzParts 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 24, 2025. *Also refer to owner Notification section below.*

If you have any questions concerning the installation of VMV000015, please contact the MV Solutions service department.

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: 0.25 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 models/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 July 24, 2025. Owner letter notifications will be provided in the following languages:

- | |
|---|
| <ul style="list-style-type: none">• Spanish |
|---|

All translated owner notices will also include owner notification 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 VMV000015 from the Parts Distribution Center, 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 occupants and other drivers

and passengers on the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

VERMEER MV SOLUTIONS, INC.

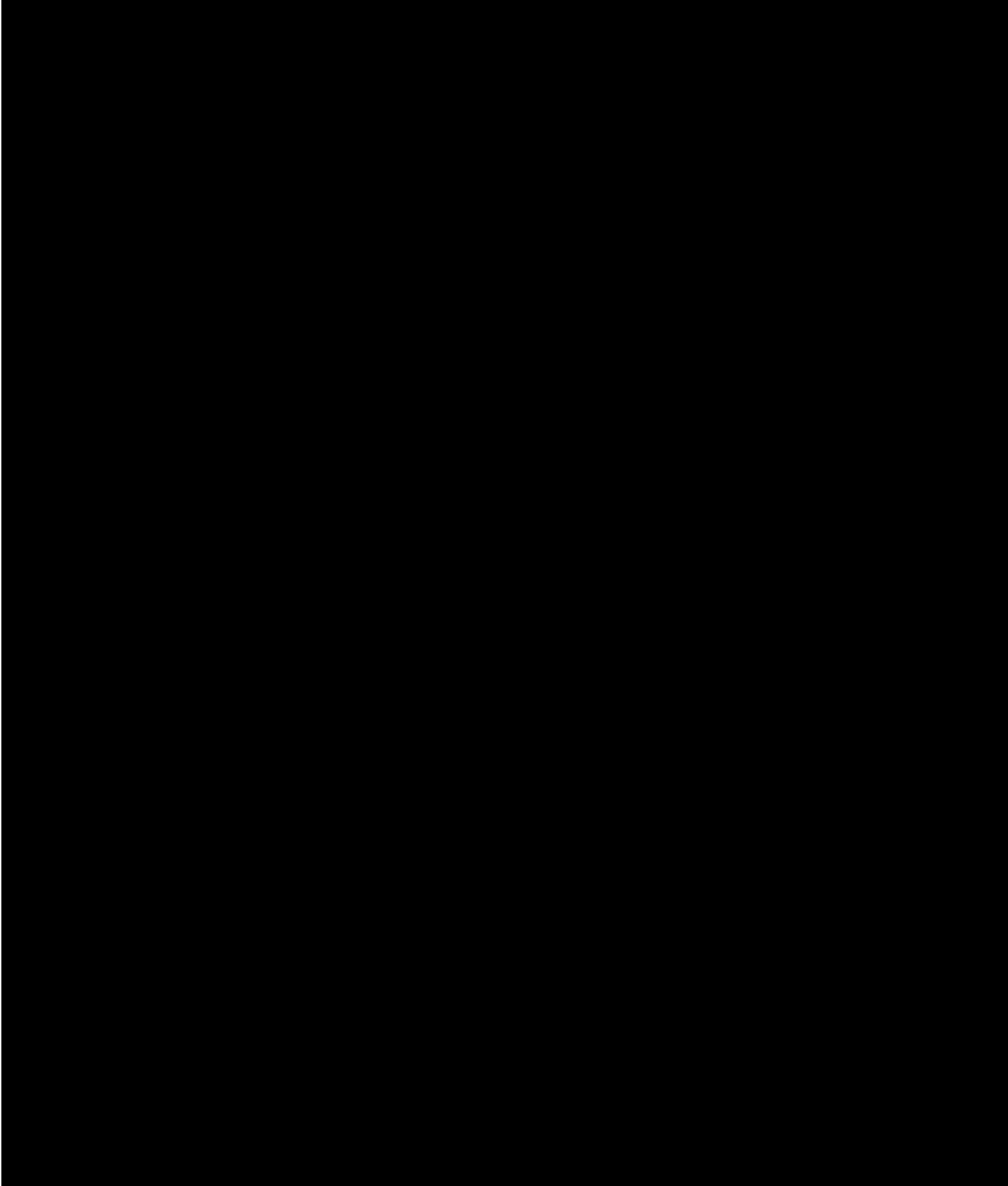
Attachments:

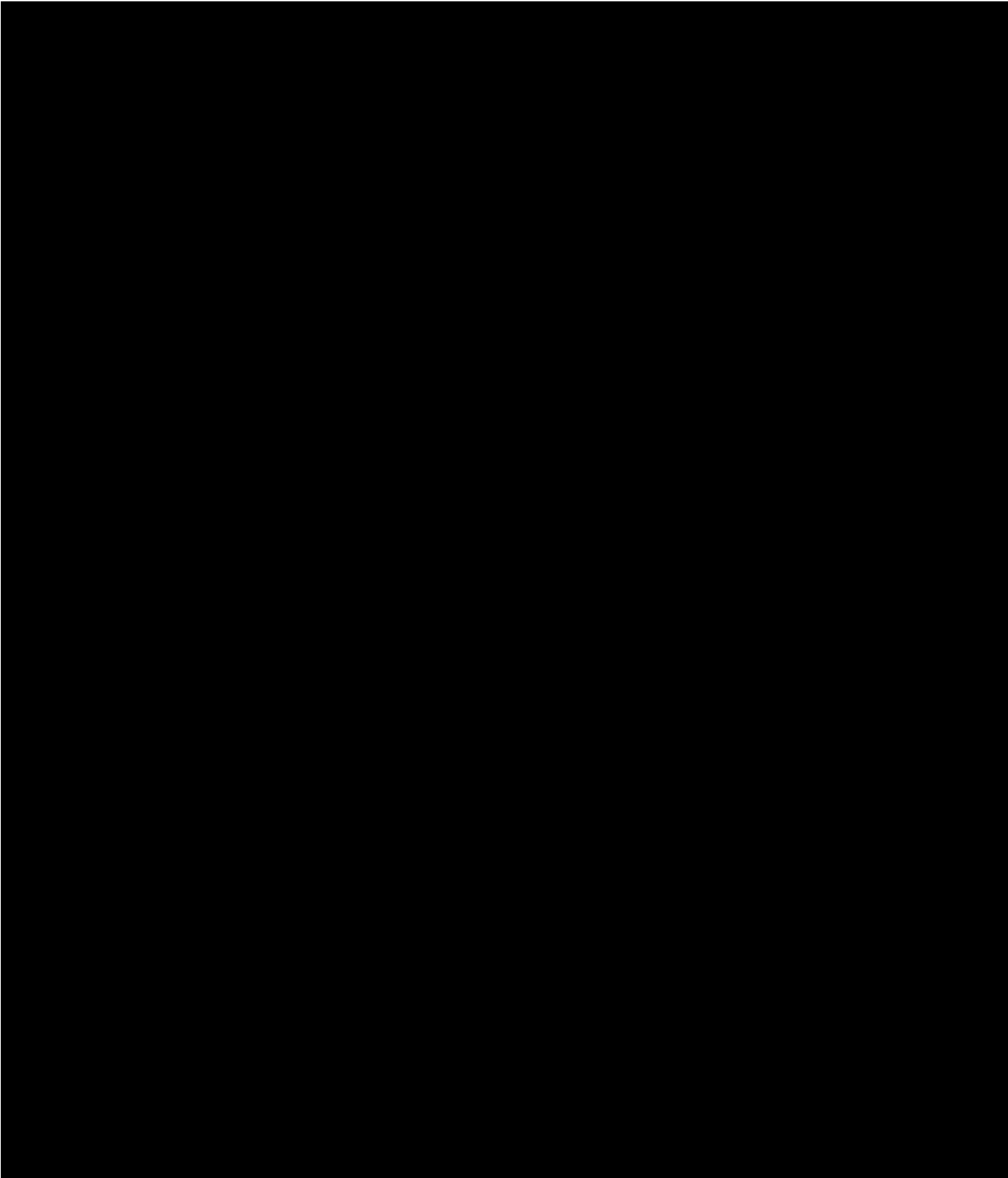
VMV000015 Kit instructions

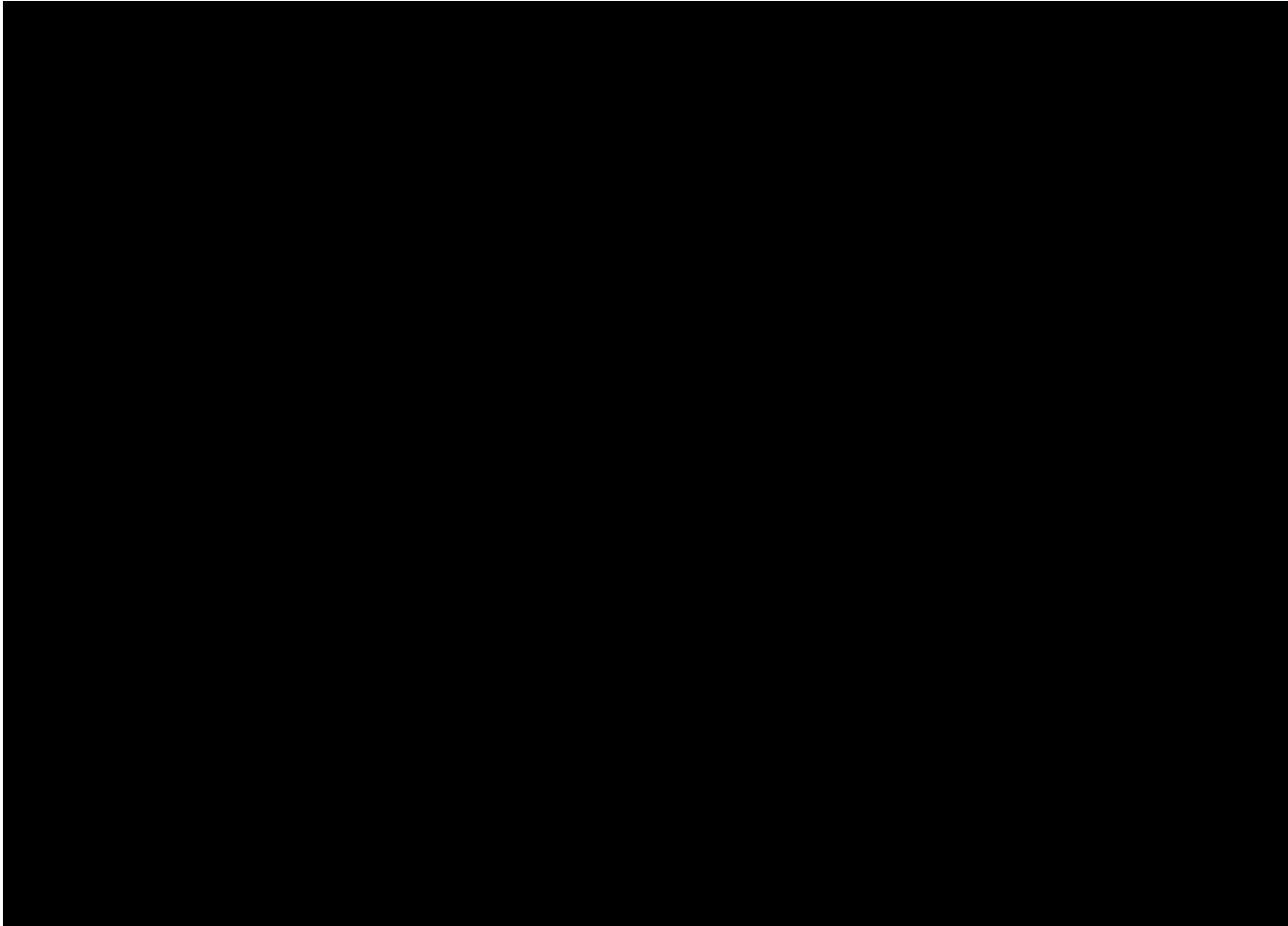
SMV2022-003 First notice

<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 type="checkbox"/> Product Compliance</p> <p><input checked="" type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB22)</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 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 checked="" type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch









NHTSA SAFETY RECALL NUMBER 21V-916

VERMEER MV SOLUTIONS, INC.

Administered by:

Product Safety Department
Vermeer Corporation
1210 Vermeer Rd East
Pella, Iowa 50219 USA
productsafety@vermeer.com

SAMPLE
OWNER
LETTER

	<h1>PRODUCT SAFETY RECALL</h1> <h2>Second Notice</h2> <h3>Operator's/Maintenance Manual Lug Nut Torque Value Update Kit (VMV000015)</h3>
<p>Model: «MODEL» This notice applies to your vehicle, Serial No: «VIN»</p>	

July 24, 2025

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 January 2022, 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 2018 – 2021 McLaughlin and 2021 – 2022 Vermeer «MODEL».

Our records indicate that the product safety update **may not** have been installed on your Vermeer «Model» vacuum excavator 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 0.25 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.**

<p>Contact your local Vermeer dealer:</p>	<p>«Service_Dealer_Name» «Serv_Dealer_Add1» «Serv_Dealer_Add2» «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip» «SERV_DEALER_COUNTRY»</p>
<p>Telephone:</p>	<p>«Serv_Dealer_Phone»</p>

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 that these corrective measures may cause you. This required work is for safety of the towing vehicle occupants and other drivers and passengers on the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

Regards,
PRODUCT SAFETY DEPARTMENT

Enclosure: First notice owner letter – January 6, 2022

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>.