



SERVICE BULLETIN

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2025-025

DATE: 2025 September 2

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Bulletin Only

Revision 1:

1. The kit instructions and bulletin are being revised to advise the dealership to measure the beam on the machine. If the beam measures 8”, contact product safety at productsafety@vermeer.com to have the kit excluded.
2. Dealer reports will be sent on March 9, 2023
3. No owner notifications will be sent to registered owners.

The remainder of this bulletin is provided for reference as originally published on December 22, 2022.

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
AIR533SDT	See attached listing on page 4 of this bulletin for specific serial/unit numbers	Trailer frames in the attached listing made from 8” I-beam. Measure I-beam height as instructed in the kit instructions.	VMV01
AIR535SDT			
AIR555SDT			
AIR573SDT			
AIR833SDT			
AIR835SDT			
AIR855SDT			
AIR873SDT			
AIRSDT			

Subject:



Trailer Frame
Reinforcement Kit
(VMV000028 Rev. 1)

Background:

In October 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, which relates to motor vehicle safety, exists in certain model year 2011 – 2020 Vac-Tron AIR533SDT, AIR535SDT, AIR555SDT, AIR573SDT, AIR833SDT, AIR835SDT, AIR855SDT, AIR873SDT, and AIRSDT vacuum excavator trailers. Vermeer Corporation is administering this product safety campaign on behalf of Vermeer MV Solutions, Inc.

TRAILER FRAME FAILURE MAY OCCUR

Frame bending or distortion can develop in the trailer main frame which can result in loss of stability while towing.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the vacuum excavator trailer on public roadways, **death or serious injury** may result due to the loss of control of the vacuum excavator trailer and towing vehicle. A frame failure may increase the risk of a crash. Property or equipment damage may also occur.

Reference: Service bulletin SMV2022-015 Rev. 1 first notice for this product safety recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000028 Rev. 1 has been created to provide the necessary parts and instructions to add a plate gusset to reinforce the trailer frame. **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.

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 September 2, 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 VMV000028 Rev. 1 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 **September 15, 2025**, at productsafety@vermeer.com.
2. **Dealership Review kits in dealer inventory.** Prior to ordering kits from the Parts Distribution Center, check your inventory to determine if you have VMV000028 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(s). **Note:** Letters will be sent to the customer(s) on or about **September 16, 2025**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV000028 Rev. 1, please contact Vermeer MV Solutions service department at 888-822-8766 (Florida).

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: 1.5 hours.

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 September 16, 2025. 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 VMV000028 Rev. 1 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:



NHTSA SAFETY RECALL NUMBER 22V-664

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

SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

Second Notice

**Trailer Frame Reinforcement
Kit
(VMV000028 Rev. 1)**

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

September 16, 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 October 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 year 2011-2020 Vac-Tron AIR533SDT, AIR535SDT, AIR555SDT, AIR573SDT, AIR833SDT, AIR835SDT, AIR855SDT, AIR873SDT and AIRSDT vacuum excavator trailers.

Our records indicate that the product safety update **may not** have been installed on your Vac-Tron «Model» vacuum excavator trailer.

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 1.5 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 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 – October 13, 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. **ONLY INCLUDE FOR NHTSA CAMPAIGNS***

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>.