

Vermeer MV Solutions, Inc.

Trenchless
 Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #:SMV2025-027

DATE: 2025 September 16

CAMPAIGN TYPE:	Mandatory-Product Compliance DEALER INSTALLATION ONLY
CAMPAIGN CATEGORY:	Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
VX75	See attached listing on page 4 of this bulletin for specific Vacuum VIN and trailer VIN	N/A	VMV01
V800			
VX80			

Subject:



Rear Impact Guard and Lighting Kit
 (VMV000056)

UNITED STATES MACHINES ONLY

Background:

In March 2023, owner notifications were sent regarding the above-referenced product compliance 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 2013 – 2021 McLaughlin or Vermeer VX75, V800 and VX80 vacuum excavators.

REAR IMPACT GUARD AND LIGHTING NONCOMPLIANCE

Affected vacuum excavation trailers were designed with rear impact guards and lighting that do not conform to the requirements of FMVSS 223, 224 and 108.

Reference: Service bulletin SMV2023-013 first notice for this product compliance recall.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000056 has been created to provide the necessary parts and instructions to bring the rear impact guards and lighting into compliance with the requirements of FMVSS 223, 224 and 108. **This kit must be installed as soon as possible.**

Vermeer Corporation is administering this product compliance recall 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 during the week of September 16, 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 VMV000056 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 29, 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 VMV000056 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 September 30, 2025. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV000056, please contact Vermeer MV Solutions service department at 864-277-5870 (South Carolina).

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: 8 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 30, 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 VMV000056 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 to ensure your machine is in compliance with applicable Federal Motor Vehicle Safety Standards. We hope you agree that the safety benefits surpass the inconvenience.

PRODUCT COMPLIANCE DEPARTMENT

Attachments:
 VMV000056 Kit instructions
 SMV2023-013 First notice

<p>Completion schedule:</p> <p><input type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input checked="" type="checkbox"/> Product Compliance Alert: Install immediately</p> <p><input type="checkbox"/> 180 days from the date of this bulletin</p> <p><input type="checkbox"/> 1 year from the date of this bulletin</p> <p><input type="checkbox"/> N/A</p>	<p>Reimbursement:</p> <p><input type="checkbox"/> Product Safety Alert</p> <p><input checked="" type="checkbox"/> Product Compliance Alert</p> <p><input checked="" type="checkbox"/> All units listed above</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB25)</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



NHTSA SAFETY RECALL NUMBER 23V-008

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

	PRODUCT COMPLIANCE
Second Notice Rear Impact Guard and Lighting Kit (VMV000056)	

Model:	«Model»
Serial #:	«SerialN»
Trailer #	«SerialN»

September 30, 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 March 2023, owner notifications were sent regarding the above-referenced product compliance recall. We have not received confirmation that all the machines have been updated. To read more about this potential compliance issue, 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 MV Solutions, Inc. has decided that certain model year 2013 – 2021 McLaughlin or Vermeer VX75, V800 and VX80 vacuum excavators fail to conform to Federal Motor Vehicle Safety Standards No. 223, 224 and 108.

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

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 8 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 compliance 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 to ensure your machine is in compliance with applicable Federal Motor Vehicle Safety Standards. We hope you agree that the safety benefits surpass the inconvenience.

Regards,
PRODUCT COMPLIANCE DEPARTMENT

Enclosure: First notice owner letter – March 17, 2023

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>.