

## Vermeer MV Solutions, Inc.

Trenchless  
Piedmont, South Carolina 29673 USA

**FIELD CAMPAIGN SERVICE BULLETIN #:** SMV2023-013

**DATE:** 7 March 2023

**CAMPAIGN TYPE:**

**Mandatory – Product Compliance**  
**DEALER INSTALLATION ONLY**

**CAMPAIGN CATEGORY:**

**Kit and Bulletin**

| MACHINE/<br>ATTACHMENT<br>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:**

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 «MODEL» vacuum excavator.

**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.

**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. **The 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. **Review report.** Reports will be emailed during the week of March 7, 2023, 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 and compliance department on or before March 13, 2023, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

2. **Dealership orders kits by calling Vermeer MV Solutions – South Carolina 864-277-5870.** 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 **March 14, 2023**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV000056, please contact the Vermeer MV Solutions Service Department – South Carolina.

**REIMBURSEMENT**

**Kit installation.** 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 model/VINs.

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

**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 March 14, 2023. 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.

We regret any inconvenience these corrective measures may cause you. The required work is to ensure your machine is in compliance with applicable Federal Motor Vehicle Safety Standards.

## PRODUCT COMPLIANCE DEPARTMENT

Attachment:  
VMV000056 Kit instructions

|  |   |
|--|---|
| <p><b>Completion schedule:</b></p> <p><input type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input checked="" type="checkbox"/> Product Compliance: 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><b>Reimbursement:</b></p> <p><input type="checkbox"/> Product Safety Alert</p> <p><input checked="" type="checkbox"/> Product Compliance</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: SB23)</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input type="checkbox"/> No reimbursement</p> |
|--|---|

|   |                                     |    |                                 |                                     |    |                   |
|---|-------------------------------------|----|---------------------------------|-------------------------------------|----|-------------------|
| <p><b>Internal reference:</b></p> <p><b>TREAD Act Code</b><br/><i>(Choose one or more applicable codes)</i></p> | <input checked="" 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



## PRODUCT COMPLIANCE

### First Notice

### Rear Impact Guard and Lighting Kit (VMV000056)

Model: «Model»

Serial #: «SerialN»

Trailer # «SerialN»

SAMPLE  
OWNER  
LETTER

March 17, 2023

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 2013 – 2021 McLaughlin or Vermeer «MODEL» vacuum excavator. The model and serial number are shown at the top center of this letter.

#### 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.

#### 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. **The kit must be installed as soon as possible.** Vermeer Corporation is administering this product safety alert 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.

**Please contact** your authorized independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install VMV000056 **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 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 the product safety and compliance department at:

Toll-free: 800-829-0051, option 1

Telephone: 641-621-7060

Email: [productsafety@vermeer.com](mailto: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. The required work is to ensure your machine is in compliance with applicable Federal Motor Vehicle Safety Standards.

*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](mailto: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>.

Regards,

**PRODUCT COMPLIANCE DEPARTMENT**