



VERMEER MV SOLUTIONS, INC.

Administered by:

Product Safety Department

Vermeer Corporation

1210 Vermeer Rd East

Pella, Iowa 50219 USA

productsafety@vermeer.com

NHTSA SAFETY RECALL NUMBER 24V-411



IMPORTANT SAFETY RECALL

First Notice

**Frame Inspection, Frame
Repair, Frame Replacement
Kit
(VMV00-0088)**

Model: «Model»

This notice applies to your vehicle,

Serial No: «VIN»

SAMPLE
OWNER
LETTER

August 1, 2024

Dear LPSDT owner:

This notice is sent to you in accordance with 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 model year 2023 Vermeer LPSDT vacuum excavators. Vermeer Corporation is administering this recall on behalf of Vermeer MV Solutions, Inc

TRAILER FRAME FAILURE MAY OCCUR

During manufacturing, frame stiffener may not have been placed correctly, resulting in reduced frame strength, increasing risk of a crack to develop. If a crack develops in the frame it can result in severe damage to the vacuum excavator. If a crack(s) develops and is not identified during the maintenance interval inspections, the frame can bend and/or distort resulting in loss of stability while towing.

DEATH OR SERIOUS INJURY POSSIBLE

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

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000088 has been created to provide the necessary parts and instructions to inspect frame for stiffener welding and presence or crack, add the stiffener plate if missing, repair cracks or replace frame if required. **The kit must be installed as soon as possible.**

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. To request reimbursement, first email productsafety@vermeer.com and request a Reimbursement Request Form. You may submit your receipts along with the completed request for reimbursement by email to productsafety@vermeer.com.

Upon receipt of your submission, the information will be reviewed, and someone from Vermeer or the Vermeer dealership that made the repairs may reach out if they have any questions.

Vermeer will make a reimbursement determination within sixty (60) days from receipt of your complete reimbursement and repair information. If your initial submission is incomplete, Vermeer will advise you within sixty days of that submission of any additional information needed to make a reimbursement determination. If your claim is denied, Vermeer will send you a notice stating the reasons for that determination. Valid claims will be reimbursed once your complete reimbursement and repair information has been verified and recorded in our system.

Please contact your authorized independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to inspect and install VMV000088 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1 hour of labor for VMV01, 1 hour of labor for VMV02, 2 hours of labor for VMV03, and 50 hours of labor for VMV04. 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 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.

We regret any inconvenience that these corrective measures may cause you. The required work is for the safety of the towing vehicle occupants and other drivers and passengers on the 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 <https://www.safercar.gov>