

## Vermeer MV Solutions, Inc.

Trenchless

Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2024-015

DATE: 18 July 2024

CAMPAIGN  
TYPE:

Mandatory – Product Safety  
**DEALER INSTALLATION ONLY**

CAMPAIGN  
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
LPSDT	50453, 50458, 50465 – 50468, 50473 – 50476, 50478	50465, 50466, 50468	<b>VMV01</b> <b>Inspection</b> <b>only</b>
LPSDT	Included population will be determined on the basis of dealer inspection results.	None	<b>VMV02</b> Missing Stiffener and no cracks are present. Frame is not deformed.
LPSDT	Included population will be determined on the basis of dealer inspection results.	None	<b>VMV03</b> Cracks are present and are not through I- beam transition. Frame is not deformed
LPSDT	50465, 50466, 50468 Included population will be determined on the basis of dealer inspection results.	50465, 50466, 50468	<b>VMV04</b> Cracks are present and are through I-beam transition and/or frame is deformed.

Subject:



Frame Inspection,  
Frame Repair, Frame  
Replacement Kit  
(VMV000088)

Background:

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.

Solution:

**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.**

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 18, 2024, to dealerships shown in our records which have units in their territory affected by this recall. 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 department on or before July 31, 2024, at:

Telephone: 641-621-7060

Fax: 641-621-8562

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

2. **VMV010088 – Dealership will complete the dealer inspection results report** that is located on page 4 of this bulletin and return to [safetyform@vermeer.com](mailto:safetyform@vermeer.com) and [Vactron-Service@vermeer.com](mailto:Vactron-Service@vermeer.com) with **inspection photos of crack(s) in frame (close up of crack and area of crack) and VIN plate**. Refer to VMV010088 inspection procedure instructions.
  
3. **VMV020088, VMV030088, and VMV040088 – Before ordering any kits**, the dealer inspection results report needs to be completed and returned to [safetyform@vermeer.com](mailto:safetyform@vermeer.com) and [Vactron-Service@vermeer.com](mailto:Vactron-Service@vermeer.com) with inspection photos of cracks(s) in frame (close and far) and VIN Plate. The kits can be ordered by entering the order into EzParts. **Do not order more kits than needed for immediate installations.**
  
4. **Contact your affected customer(s)** to schedule a mutually acceptable time to inspect/upgrade their machine(s). **Note:** Letters will be sent to the customer(s) on or about **August 1, 2024**. *Also refer to Owner Notification section below.*



**DEALER INSPECTION RESULTS REPORT**



**IMPORTANT SAFETY RECALL**

**First Notice**

**Frame Inspection, Frame Repair, Frame Replacement Kit (VMV000088)**

1.	Perform machine inspection following VMV000088 kit instructions. Take photos of crack(s) in frame (close up of crack and area of crack) <b>and</b> VIN plate.			
	<b>Model:</b> LPSDT <b>VIN:</b>			
	Machine owner contact:			
	Machine owner company:			
	Machine owner address:			
2.	<b>Are the stiffener plates missing on the machine?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No	Yes
		Right side of the frame		Left side of the frame
	<p>a. If both stiffener plates are present. <b>No further action needed.</b></p> <ul style="list-style-type: none"> <li>Complete machine owner information.</li> <li>Email completed form to <a href="mailto:safetyform@vermeer.com">safetyform@vermeer.com</a> and <a href="mailto:Vactron-Service@vermeer.com">Vactron-Service@vermeer.com</a>.</li> </ul> <p>b. If a stiffener plate is missing <b>continue to inspect the machine for crack(s).</b></p>			
3.	Select applicable kit per machine inspection results: <i>Check sides below as applicable.</i>			
	<b>VMV020088:</b> <input type="checkbox"/> <b>No cracks</b> are present on left or right side of frame. Frame is <b>not deformed.</b>			
	<b>VMV030088:</b> <input type="checkbox"/> Cracks are present and are <b>not through</b> I-beam transition. Frame is <b>not deformed.</b>	<input type="checkbox"/>	<input type="checkbox"/>	
		Right side of the frame	Left side of the frame	
	<b>VMV040088:</b> <input type="checkbox"/> Cracks are present and are through I-beam transition and <b>are through</b> I-beam transition and /or <b>frame is deformed.</b>	<input type="checkbox"/>	<input type="checkbox"/>	
		Right side of the frame	Left side of the frame	
4.	Email completed form to: <a href="mailto:safetyform@vermeer.com">safetyform@vermeer.com</a> and <a href="mailto:Vactron-Service@vermeer.com">Vactron-Service@vermeer.com</a> .			
	Attach photos of both sides of frame taken during machine inspection <b>and</b> photos of VIN plate.			
	<b>Dealer Inspection Results Report completed by:</b>	X		
	Print name:			
	<b>Dealer's company name:</b>			
	<b>Dealer's city, state/province:</b>			

If you have any questions concerning the inspection, or installation of VMV000088, please contact Vermeer MV Solutions service department at 888-822-8766 (Florida).

### 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 to install the kit.

This kit will reimburse Labor hours as follows:

- VMV01: 1 hour
- VMV02: 1 hour
- VMV03: 2 hours
- VMV04: 50 hours

Travel will be paid up to \$200 (\$1 per mile with a \$200 a 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 on behalf of Vermeer MV Solutions directly to the owners on or about **August 1, 2024**, via USPS certified/registered mail. 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 inspect and have the kit installed. After receiving VMV000088 from Vermeer MV Solutions, 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. The required work is for the safety of the towing vehicle occupants and other drivers and passengers on the public roadways.

### VERMEER MV SOLUTIONS, INC.

Attachment:  
VMV000088 Kit instructions

<b>Completion schedule:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b> <input type="checkbox"/> <b>90 days from MM/DD/YYYY</b> <input type="checkbox"/> <b>180 days from MM/DD/YYYY</b> <input type="checkbox"/> <b>1 year from MM/DD/YYYY</b> <input type="checkbox"/> <b>N/A</b>	<b>Reimbursement:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert</b> <input type="checkbox"/> <b>Product Compliance</b> <input checked="" type="checkbox"/> <b>All units listed above with less than __ hours or warranty start date in the last __ months</b> <input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor paid (Labor code: SB24)</b> <input type="checkbox"/> <b>No reimbursement</b>
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<b>Internal reference:</b> <b>TREAD Act Code</b> <i>(Choose one or more applicable codes)</i>	<input type="checkbox"/>	--	Not applicable	<input type="checkbox"/>	12	Exterior lighting
	<input type="checkbox"/>	02	Suspension	<input checked="" 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

**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 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 model year 2023 Vermeer LPSDT vacuum excavators. Vermeer Corporation is administering this recall on behalf of Vermeer MV Solutions, Inc

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**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](mailto: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](mailto: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.**

<b>Contact your local Vermeer dealer:</b>	«Service_Dealer_Name» «Serv_Dealer_Add1» «Serv_Dealer_Add2» «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip» «SERV_DEALER_COUNTRY»
<b>Telephone:</b>	«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](mailto: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](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 <https://www.safercar.gov>