

## Vermeer MV Solutions, Inc.

Trenchless  
 Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2025-007

DATE: 2025 April 15

CAMPAIGN  
 TYPE:

Mandatory – Product Safety  
**DEALER INSTALLATION ONLY**  
**QUALIFIED WELDER REQUIRED**

CAMPAIGN  
 CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
LPXDT	See attached listing on page 4 of this bulletin for specific VIN and serial/unit numbers.	None	VMV01
LPSGT	See attached listing on page 4 of this bulletin for specific VIN and serial/unit numbers.		
LPSDT	See attached listing on pages 5-10 of this bulletin for specific VIN and serial/unit numbers.		

Subject:



Frame Update Kit -  
 Heavy Units  
 (VMV000103)

Background:

Vermeer MV Solutions, Inc. has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2020 – 2021 Vac-Tron or certain model year 2021-2025 Vermeer LPSDT, LPSGT and LPXDT vacuum/excavators.

## TRAILER FRAME FAILURE MAY OCCUR

In certain applications, higher than expected loads increase the risk of a crack developing in the trailer frame. If a crack goes undetected the frame crack can start bending or distorting the frame. A crack in the trailer main frame could result in a 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.

#### Solution:

### IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000103 has been created to provide the necessary parts and instructions to add reinforcement plates to the trailer frame. **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 April 15, 2025, 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 April 23, 2025, at:

Telephone: 641-621-7060

Fax: 641-621-8562

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

2. **Dealership orders kits** by entering the order into EzParts. 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 **April 24, 2025**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV000103, 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: 38 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 on behalf of Vermeer MV Solutions directly to the owners on or about April 24, 2025, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

- French

All translated owner notices will also include owner notification 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 VMV000103 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:  
VMV000103 Kit Instructions

<p><b>Completion schedule:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b></p> <p><input type="checkbox"/> <b>90 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>180 days from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>1 year from MM/DD/YYYY</b></p> <p><input type="checkbox"/> <b>Only units within standard limited warranty period</b></p> <p><input type="checkbox"/> <b>N/A</b></p>	<p><b>Reimbursement:</b></p> <p><input checked="" type="checkbox"/> <b>Product Safety Alert</b></p> <p><input type="checkbox"/> <b>Product Compliance</b></p> <p><input checked="" type="checkbox"/> <b>All units listed above with less than __ hours or warranty start date in the last __ months</b></p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> <b>Parts</b>   <input checked="" type="checkbox"/> <b>Labor paid (Labor code: SB25)</b></p> <p><input type="checkbox"/> <b>Only units within standard limited warranty period</b></p> <p><input type="checkbox"/> <b>No reimbursement</b></p>
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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

LPXDT AFFECTED MACHINES - VMV010103					
MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LPXDT		191764	LPXDT		301222
LPXDT		191765	LPXDT		301223
LPXDT		191801	LPXDT		301571
LPXDT		191802	LPXDT		304606
LPXDT		200035	LPXDT		304769
LPXDT		210054	LPXDT		304770
LPXDT		300855	LPXDT		304765
LPXDT		301221	LPXDT		304768

LPSGT AFFECTED MACHINES - VMV010103					
MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LPSGT		191804	LPSGT		301454A
LPSGT		210028	LPSGT		304448
LPSGT		210055	LPSGT		304458
LPSGT		300251	LPSGT		304799
LPSGT		300912	LPSGT		304931
LPSGT		300913			

**LPSDT AFFECTED MACHINES - VMV010103**

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LPSDT		191610	LPSDT		200287
LPSDT		191611	LPSDT		200212
LPSDT		191641	LPSDT		200206
LPSDT		191642	LPSDT		200294
LPSDT		191707	LPSDT		200489
LPSDT		191738	LPSDT		200416
LPSDT		191739	LPSDT		200347
LPSDT		191772	LPSDT		200388
LPSDT		191776	LPSDT		200391
LPSDT		191862	LPSDT		200473
LPSDT		191864	LPSDT		200325
LPSDT		200003	LPSDT		200420
LPSDT		191812	LPSDT		200421
LPSDT		191813	LPSDT		200422
LPSDT		191814	LPSDT		200452
LPSDT		200004	LPSDT		200412
LPSDT		200032	LPSDT		200482
LPSDT		200077	LPSDT		200411
LPSDT		200091	LPSDT		200419
LPSDT		200139	LPSDT		200500
LPSDT		200176	LPSDT		200501
LPSDT		200270	LPSDT		200503
LPSDT		200182	LPSDT		200414
LPSDT		200183	LPSDT		200673
LPSDT		200184	LPSDT		200592
LPSDT		200205	LPSDT		200611
LPSDT		200204	LPSDT		200612
LPSDT		200198	LPSDT		200613
LPSDT		200194	LPSDT		200619
LPSDT		200241	LPSDT		200633
LPSDT		200108	LPSDT		200634
LPSDT		200109	LPSDT		200636
LPSDT		200271	LPSDT		200614
LPSDT		200279	LPSDT		200615
LPSDT		200280	LPSDT		200616
LPSDT		200281	LPSDT		200617
LPSDT		200282	LPSDT		200561
LPSDT		200210	LPSDT		200698
LPSDT		200283	LPSDT		200709
			LPSDT		200708

**LPSDT AFFECTED MACHINES - VMV010103**

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LPSDT		200710	LPSDT		300163
LPSDT		200711	LPSDT		300247
LPSDT		200694	LPSDT		300490
LPSDT		210006	LPSDT		300261
LPSDT		210007	LPSDT		300297
LPSDT		210008	LPSDT		300454
LPSDT		210009	LPSDT		300461
LPSDT		210033	LPSDT		300462
LPSDT		210035	LPSDT		300463
LPSDT		210036	LPSDT		300464
LPSDT		210038	LPSDT		300482
LPSDT		210039	LPSDT		300483
LPSDT		210041	LPSDT		300488
LPSDT		210042	LPSDT		300744
LPSDT		210040	LPSDT		300484
LPSDT		210084	LPSDT		300485
LPSDT		210053	LPSDT		300486
LPSDT		210073	LPSDT		300489
LPSDT		210074	LPSDT		300492
LPSDT		210075	LPSDT		300582
LPSDT		210076	LPSDT		300593
LPSDT		210077	LPSDT		300597
LPSDT		210078	LPSDT		300598
LPSDT		210133	LPSDT		300599
LPSDT		210037	LPSDT		300602
LPSDT		210072	LPSDT		300649
LPSDT		210166	LPSDT		300651
LPSDT		210173	LPSDT		300652
LPSDT		210174	LPSDT		300653
LPSDT		210175	LPSDT		300676
LPSDT		210205	LPSDT		300677
LPSDT		300039	LPSDT		300678
LPSDT		300043	LPSDT		300679A
LPSDT		210172	LPSDT		300687
LPSDT		300132	LPSDT		300695
LPSDT		300133	LPSDT		300696
LPSDT		300134	LPSDT		300680
LPSDT		300135	LPSDT		300698
LPSDT		300149	LPSDT		300699
LPSDT		300150	LPSDT		300779

**LPSDT AFFECTED MACHINES - VMV010103**

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LPSDT		300780	LPSDT		301442
LPSDT		300681	LPSDT		301286
LPSDT		300823	LPSDT		301447
LPSDT		300848A	LPSDT		301467
LPSDT		300857	LPSDT		301448
LPSDT		300858	LPSDT		301466
LPSDT		300859	LPSDT		301481
LPSDT		300907	LPSDT		301482
LPSDT		300908	LPSDT		301483
LPSDT		300921	LPSDT		301484
LPSDT		300922	LPSDT		301485
LPSDT		300930	LPSDT		301486
LPSDT		300697	LPSDT		301487
LPSDT		300931	LPSDT		301488
LPSDT		300932	LPSDT		301518
LPSDT		300940	LPSDT		302310
LPSDT		300969	LPSDT		301677
LPSDT		300970	LPSDT		301678
LPSDT		300971	LPSDT		301790
LPSDT		300973	LPSDT		301793
LPSDT		300999	LPSDT		301903A
LPSDT		300878A	LPSDT		301942
LPSDT		301166	LPSDT		301791
LPSDT		301170	LPSDT		301792
LPSDT		301173	LPSDT		301817A
LPSDT		301174	LPSDT		302004A
LPSDT		301175	LPSDT		302005A
LPSDT		301176	LPSDT		302006A
LPSDT		301236	LPSDT		301749A
LPSDT		301237	LPSDT		302008A
LPSDT		301244	LPSDT		302010A
LPSDT		301247	LPSDT		302002A
LPSDT		301249	LPSDT		302003B
LPSDT		301302	LPSDT		302140
LPSDT		301248	LPSDT		302143
LPSDT		301426	LPSDT		301795
LPSDT		301436	LPSDT		301829
LPSDT		301446	LPSDT		301830
LPSDT		301445	LPSDT		302096
LPSDT		301439	LPSDT		301831

**LPSDT AFFECTED MACHINES - VMV010103**

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LPSDT		301951	LPSDT		302402
LPSDT		302007A	LPSDT		302401
LPSDT		302277A	LPSDT		302914A
LPSDT		302389	LPSDT		302400
LPSDT		302314A	LPSDT		302463
LPSDT		302076	LPSDT		302462
LPSDT		303627	LPSDT		302766
LPSDT		303628	LPSDT		302823
LPSDT		303631	LPSDT		302478
LPSDT		303629	LPSDT		302560
LPSDT		303630	LPSDT		302811C
LPSDT		303652	LPSDT		302933
LPSDT		302075	LPSDT		302764A
LPSDT		302464	LPSDT		302812A
LPSDT		303565	LPSDT		302813A
LPSDT		303567	LPSDT		303028
LPSDT		302009C	LPSDT		302924
LPSDT		303566	LPSDT		303774
LPSDT		303661	LPSDT		303636
LPSDT		302559	LPSDT		303637
LPSDT		303660	LPSDT		302824
LPSDT		302072	LPSDT		303245
LPSDT		302073	LPSDT		302385A
LPSDT		303659	LPSDT		302415A
LPSDT		303733	LPSDT		303030
LPSDT		303742	LPSDT		302964
LPSDT		302091A	LPSDT		303032
LPSDT		302820	LPSDT		303031
LPSDT		302854A	LPSDT		303039C
LPSDT		302399	LPSDT		302975
LPSDT		303741	LPSDT		303197
LPSDT		302391C	LPSDT		302974A
LPSDT		302074	LPSDT		303866
LPSDT		302855B	LPSDT		303033
LPSDT		302821	LPSDT		303118A
LPSDT		302913A	LPSDT		303144A
LPSDT		302822	LPSDT		303034
LPSDT		302810B	LPSDT		303148
LPSDT		303143A	LPSDT		303249
LPSDT		302364	LPSDT		303151

**LPSDT AFFECTED MACHINES - VMV010103**

<b>MODEL</b>	<b>VIN</b>	<b>SERIAL/U NIT</b>	<b>MODEL</b>	<b>VIN</b>	<b>SERIAL/UNIT</b>
LPSDT		302011B	LPSDT		303943B
LPSDT		303865	LPSDT		304098A
LPSDT		303518A	LPSDT		303864
LPSDT		303152	LPSDT		304117A
LPSDT		303029A	LPSDT		304291
LPSDT		303153	LPSDT		304293
LPSDT		303154	LPSDT		304167
LPSDT		303145A	LPSDT		303867A
LPSDT		303243	LPSDT		304177
LPSDT		303244	LPSDT		304176
LPSDT		303239	LPSDT		304179
LPSDT		303542A	LPSDT		304180
LPSDT		303772	LPSDT		304136
LPSDT		303773	LPSDT		303998A
LPSDT		303240	LPSDT		304158
LPSDT		303242	LPSDT		304160A
LPSDT		303378	LPSDT		304163B
LPSDT		304027	LPSDT		304189
LPSDT		303792A	LPSDT		304165
LPSDT		303793A	LPSDT		304225
LPSDT		304219	LPSDT		304203
LPSDT		303794A	LPSDT		304210
LPSDT		303795A	LPSDT		304208
LPSDT		303796A	LPSDT		304211
LPSDT		303797A	LPSDT		302455B
LPSDT		304013	LPSDT		304217A
LPSDT		303798A	LPSDT		304226
LPSDT		303799A	LPSDT		303634
LPSDT		304019	LPSDT		304218
LPSDT		304009	LPSDT		302456B
LPSDT		304018	LPSDT		304292
LPSDT		304039	LPSDT		304324
LPSDT		303241A	LPSDT		302457B
LPSDT		304196	LPSDT		304474
LPSDT		303885	LPSDT		304267
LPSDT		303713A	LPSDT		304475
LPSDT		303944	LPSDT		304227
LPSDT		303868	LPSDT		304290
LPSDT		303714	LPSDT		304228
LPSDT		303379A			

**LPSDT AFFECTED MACHINES - VMV010103**

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LPSDT		304289	LPSDT		304464
LPSDT		304268	LPSDT		304465
LPSDT		304330	LPSDT		304615A
LPSDT		304331	LPSDT		304323
LPSDT		304332	LPSDT		304368
LPSDT		304295	LPSDT		304603
LPSDT		303543A	LPSDT		304688
LPSDT		304508	LPSDT		303851A
LPSDT		304322	LPSDT		304743
LPSDT		304326	LPSDT		304732
LPSDT		304297	LPSDT		304742
LPSDT		304346A	LPSDT		304759
LPSDT		304466	LPSDT		304781
LPSDT		304446	LPSDT		304774
LPSDT		304266A	LPSDT		304780
LPSDT		304345A	LPSDT		304798
LPSDT		304535	LPSDT		304873
LPSDT		304385	LPSDT		304874
LPSDT		304537	LPSDT		304763
LPSDT		304468	LPSDT		304888
LPSDT		304320	LPSDT		304764
LPSDT		304467			
LPSDT		304594A			
LPSDT		304601			
LPSDT		304463			



NHTSA SAFETY RECALL NUMBER 25V-128

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



**IMPORTANT  
SAFETY  
RECALL**

**First Notice**  
**Frame Update Kit**  
**Heavy Units**  
**(IK000103)**

**Model:** «Model»  
This notice applies to your vehicle  
**Serial No:** «VIN»  
  
**Unit number:** «VIN»

April 24, 2025

Dear «MODEL» 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 which relates to motor vehicle safety exists in certain model year 2020 – 2021 Vac-Tron or certain model year 2021-2025 Vermeer LPSDT, LPSGT and LPXDT vacuum/excavators.

According to our records, you currently own a Vac-Tron/Vermeer «MODEL» vacuum/excavator. The model and serial number are shown at the center right of this letter. Vermeer Corporation is administering this product safety alert on behalf of Vermeer MV Solutions, Inc.

**TRAILER FRAME FAILURE MAY OCCUR**

In certain applications higher than expected loads increase the risk of a crack developing in the trailer frame. If a crack goes undetected the frame crack can start bending or distorting the frame. A crack in the trailer main frame could result in a 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.

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

VMV000103 has been created to provide the necessary parts and instructions to add reinforcement plates to the trailer frame. **The kit must be installed as soon as possible.**

**Please contact** your authorized independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install VMV000103 **at no cost** to you for labor or materials. The installation of this kit is estimated at 38 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»

## 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.

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: 1-888-275-9171); or go to <https://www.safercar.gov>



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

 **IMPORTANT  
SAFETY  
RECALL**

**First Notice**  
**Frame Update Kit**  
**Heavy Units**  
**(IK000103)**

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

**Unit number:** «VIN»

April 24, 2025

Dear «MODEL» owner:

*This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.*

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In certain applications higher than expected loads increase the risk of a crack developing in the trailer frame. If a crack goes undetected the frame crack can start bending or distorting the frame. A crack in the trailer main frame could result in a 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.

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

VMV000103 has been created to provide the necessary parts and instructions to add reinforcement plates to the trailer frame. **The kit must be installed as soon as possible.**

**Please contact** your authorized independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install VMV000103 **at no cost** to you for labor or materials. The installation of this kit is estimated at 38 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.**

<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»

### 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.

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.*