




SAMPLE
REVISION
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

First Notice
Frame Update Kit
Heavy Units
(VMV000103 Rev. 1)

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

Unit number: «VIN»

September 11, 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.

On April 24, 2025, Vermeer Corporation mailed a letter regarding the above Frame Update Kit Product Safety Alert. Vermeer Corporation has made corrections to the kit number and labor hours in the original letter. You are receiving this letter to inform you of these changes.

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.

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 28 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 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.

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>