

Vermeer MV Solutions, Inc.

Trenchless
 Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2025-007 Rev. 1

DATE: 2025 August 28

CAMPAIGN TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY
QUALIFIED WELDER REQUIRED

CAMPAIGN CATEGORY:

Kit and Bulletin

Revision:

- A. The service bulletin is being revised to update the labor hours to install from 38 hours to 28 hours and correct the kit number shown on the owner letter.
- B. Product safety department will send reports to dealers for units which are located in their area on August 28, 2025.
- C. Owner notifications, sample revision letter at end of this bulletin, will be sent to registered machine owners on September 11, 2025.

The remainder of this bulletin is provided for reference as originally published on April 15, 2025.

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 Rev. 1)

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 10, 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

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: 28 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

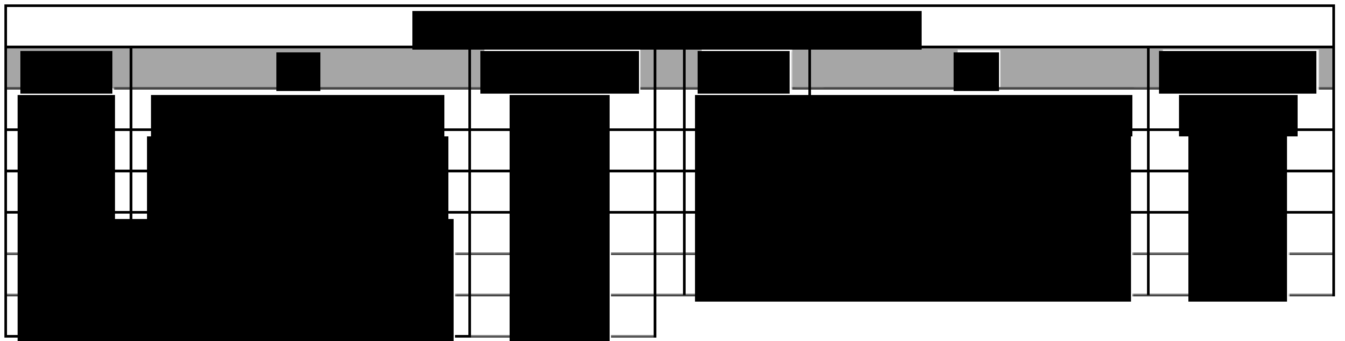
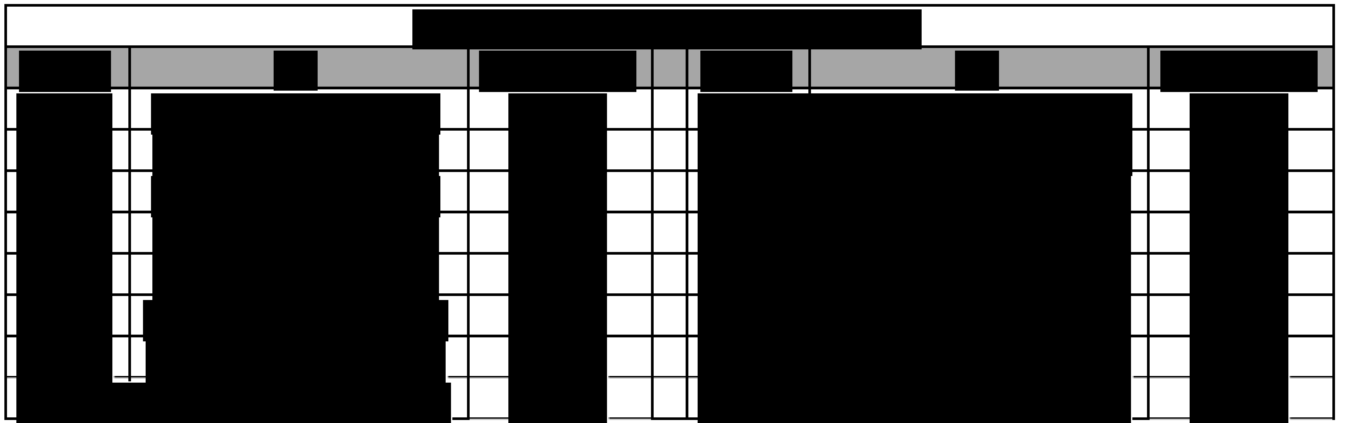
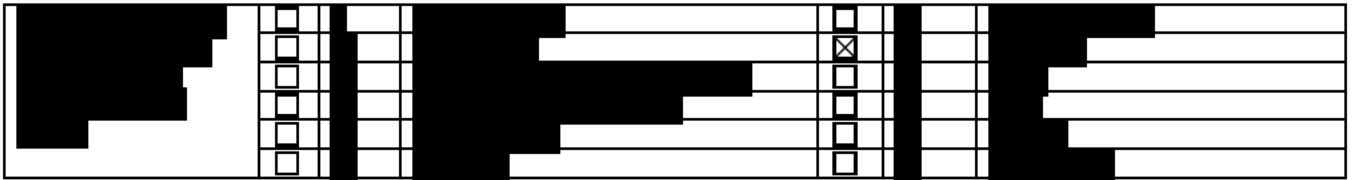
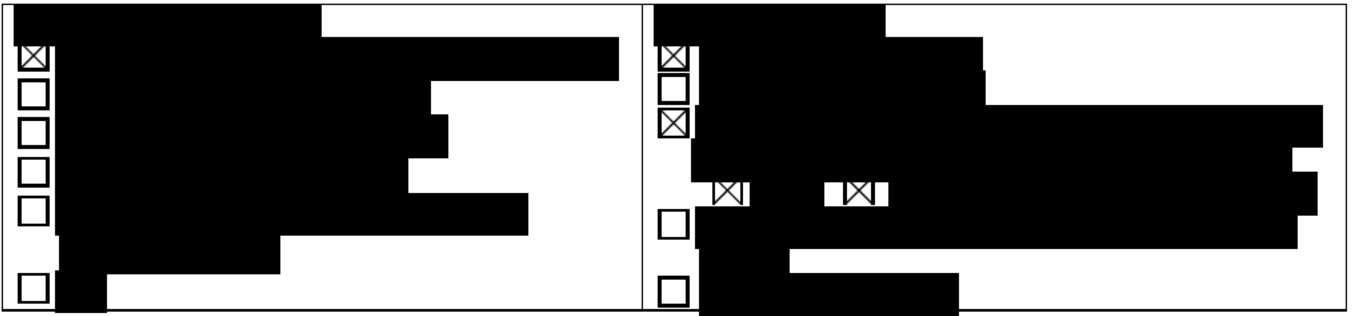
All translated owner notices will also include owner notification in English.

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






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

	<p>IMPORTANT SAFETY RECALL</p> <p>First Notice</p> <p>Frame Update Kit Heavy Units (IK000103)</p>
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<p>Model: «Model» This notice applies to your vehicle Serial No: «VIN»</p> <p>Unit number: «VIN»</p>
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April 24, 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.

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 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 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>



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Pella, Iowa 50219 USA
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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 requirements of the Canada Motor Vehicle Safety Act.

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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.

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