



# SERVICE BULLETIN

Vermeer MV Solutions, Inc.

Trenchless  
Piedmont, South Carolina 29673 USA

**FIELD CAMPAIGN SERVICE BULLETIN #: SMV2023-006**

**DATE:**

**18 April 2023**

**CAMPAIGN  
TYPE:**

**Mandatory – Product Safety  
DEALER INSTALLATION ONLY**

**CAMPAIGN  
CATEGORY:**

**Kit and Bulletin**

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
ATV1830	See attached listing on pages 5 of this Bulletin for specific VIN and Serial/Unit numbers	None	VMV01
ATV1850			
CS1233SD			
CS1270GT			
CS1270SGT			
CS1273GT			
CSGT			
CV1273SGT			
CVGT			
CVGTLC			
CVSGT			
CVSGTB			
HTV1830			
LP1055SDT			
LP1073SDT			
LP1073XDT			

LP1273SDSK			
LP1273SDT			
LP1273SGT			
LP1273XDT			
LPSDT			
LPSGT			
MC1273SDSK			
MINICOMBO			

**SUBJECT:**



Tank Rear Door Fuse  
Update Kit  
(VMV000018)

**BACKGROUND:**

**TANK REAR DOOR MAY DESCEND UNEXPECTEDLY**

When the tank rear door is opened for cleaning or maintenance, and if a hydraulic leak in the door lift hydraulic circuit occurs, the tank rear door may descend unexpectedly.

**DEATH OR SERIOUS INJURY POSSIBLE**

If the tank rear door descends unexpectedly while an operator or crew member is under the door or in its closing path, death or serious injury is possible. Damage to the machine may also occur.

**SOLUTION:**

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

VMV000018 has been created to provide the necessary parts and instructions to install hydraulic velocity fuses into the tank rear door cylinders. **The kit must be installed as soon as possible.**

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 18, 2023, to dealerships shown in our records which have units in their territory affected by this alert. 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 May 1, 2023, at:

Telephone: 641-621-7060

Fax: 641-621-8562

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

2. **Dealership orders kits** by calling 888-822-8766. 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 **May 2, 2023**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV000018, please contact Vermeer MV Solutions service department at 888-822-8766.

### **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: 1 hour.

**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 May 2, 2023, 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 have the kit installed. After receiving VMV000018 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 operator and crew members.

**VERMEER MV SOLUTIONS, INC.**

Attachment:  
VMV000018 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>Only units within standard limited warranty period</b> <input type="checkbox"/> <b>N/A</b>	<b>Reimbursement:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert</b> <input checked="" type="checkbox"/> <b>All units listed above</b> <input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor paid (Labor code: SB23)</b> <input type="checkbox"/> <b>Only units within standard limited warranty period</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 checked="" type="checkbox"/>	--	Not applicable	<input type="checkbox"/>	12	Exterior lighting
	<input type="checkbox"/>	02	Suspension	<input 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

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
ATV1830	REDACTED	141040	CVGT	REDACTED	191645
ATV1830		141118	CVGT		200070
ATV1830		141127	CVGT		200072
ATV1830		141131	CVGT		200110
ATV1830		141216	CVGT		200111
ATV1850		121244	CVGT		200291
ATV1850		121247	CVGT		200515
ATV1850		121267	CVGTLC		200361
ATV1850		121284	CVSGT		191769
ATV1850		121303	CVSGT		191831
ATV1850		121306	CVSGT		200029
ATV1850		131347	CVSGT		200155
ATV1850		141167	CVSGT		200230
ATV1850		121224	CVSGT		200297
ATV1850		121225	CVSGT		200631
ATV1850		121226	CVSGTB		181117
ATV1850		121227	HTV1830		141031
ATV1850		121228	HTV1830		141090
ATV1850		121245	HTV1830		141403
ATV1850		121246	LP1055SDT		121097
ATV1850		121273	LP1055SDT		121208
CS1233SD		131270	LP1073SDT		171062
CS1270GT		181135	LP1073XDT		171008
CS1270GT		181076	LP1273SDSK		171185
CS1270SGT		171145	LP1273SDT		171053
CS1273GT		181500	LP1273SDT		171433
CS1273GT		181705	LP1273SGT		171096
CSGT		200682	LP1273SGT		171097
CSGT		191288	LP1273SGT		151258
CSGT		191372	LP1273XDT		191178
CSGT		191830	LPSDT		191614
CSGT		200131	LPSDT		191653
CSGT		200269	LPSGT		200181
CSGT		200379	MC1273SDSK		171543
CSGT		200683	MC1273SDSK		171544
CV1273SGT		181524	MC1273SDSK		181062
CVGT		191289	MINICOMBO		191393
CVGT		191643	MINICOMBO		200475
CVGT		191644			



SAMPLE  
OWNER  
LETTER

May 2, 2023

Dear «MODEL» owner:

According to our records, you currently own a Vermeer «MODEL» vacuum excavator. The model and serial number are shown at the top center of this letter.

**TANK REAR DOOR MAY DESCEND UNEXPECTEDLY**

When the tank rear door is opened for cleaning or maintenance, and if a hydraulic leak in the door lift hydraulic circuit occurs, the tank rear door may descend unexpectedly.

**DEATH OR SERIOUS INJURY POSSIBLE**

If the tank rear door descends unexpectedly while an operator or crew member is under the door or in its closing path, death or serious injury is possible. Damage to the machine may also occur.

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

VMV000018 has been created to provide the necessary parts and instructions to install hydraulic velocity fuses into the tank rear door cylinders. **The kit must be installed as soon as possible.** Vermeer Corporation is administering this product safety alert on behalf of Vermeer MV Solutions, Inc.

Please contact your authorized, independent Vermeer dealer immediately to arrange a mutually acceptable time and location to install VMV000018 at no cost to you for labor or materials. 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

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 operator and crew members.

Regards,  
Vermeer MV Solutions, Inc.



**PRODUCT  
SAFETY  
ALERT**

**First Notice**  
**Tank Rear Door Fuse  
Update Kit  
(VMV000018)**

**Model:** «Model»

**Serial #:** «SerialN»

**Unit No:** «Part number»

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