



SERVICE BULLETIN

Vac-Tron Equipment, LLC

Trenchless
Okahumpka, FL 34762 USA

FIELD CAMPAIGN

SERVICE BULLETIN #

SVV2020007

DATE:

Xx Month 201x

CAMPAIGN TYPE:

Mandatory-Product Safety

CAMPAIGN CATEGORY:

Kit and Bulletin

MACHINE / ATTACHMENT MODEL (S):	Serial Numbers		Kit Version
	Included	Excluded	
MC533SDT	See attached listing on page 5 of this bulletin for specific VIN and Serial/Unit numbers	N/A	VVK01
MC535SDT			
MC555SDT			
MC573SDT			
MINICOMBO			

Subject:



PRODUCT SAFETY RECALL

FIRST NOTICE

Light Relocation, Reflector and Conspicuity Tape Installation Kit (VVK00-005)

Background:

INADEQUATE LIGHTING, REFLECTORS AND CONSPICUTITY TAPE

The lighting, side and rear reflectors and conspicuity tape do not meet US or Canada Federal Motor Vehicle Safety Standard (FMVSS/CMVSS) governmental regulation 108 for the United States, Canada and Mexico.

DEATH OR SERIOUS INJURY POSSIBLE

When towing or parking the vacuum excavator on public roadways, a crash may occur resulting in **death or serious injury** resulting from a driver(s) of other vehicle(s) not seeing the vacuum excavator at night or during limited sunlight and strike the vacuum excavator. To reduce the potential of this occurring, vehicle lights will be relocated, additional reflectors and conspicuity tape are being added. Property or equipment damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK00-0005 has been created to provide the necessary parts and instructions to relocate vehicle lights, add reflectors and conspicuity tape to the sides and rear of the vacuum excavator. **This 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.

DEALER PARTICIPATION

REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports will be emailed** during the week of May 22, 2020, 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 June 4, 2020 at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

2. **Dealerships Order Kits** by **calling Vac-Tron at 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. **Note:** Letters will be sent to the customer(s) on or about **June 5, 2020**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK00-0005, please contact the Vac-Tron Service Department. Vermeer Corporation is assisting Vac-Tron with the administration of this campaign.

REIMBURSEMENT

Upon completion of each Kit installation, a campaign Warranty Claim must be submitted to the Vermeer Corporate Warranty Department for reimbursement of the parts cost and labor of the Kit.

This kit will reimburse **3 hours** of labor.

Note: *Future notices to dealers and owners are dependent upon the receipt of Warranty Claim.*

OWNER NOTIFICATION

Sample Letter: Included at the end of this Bulletin is a sample letter which will be sent by Vermeer Corporation directly to the Owners on or about **June 5, 2020**, via USPS certified/registered mail. The owner letter will be translated into the following languages:

- French

All translated owner notices will also include English owner notification.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving VVK00-0005 from the Parts Center, you must contact your affected customer(s) immediately and schedule a mutually acceptable time to upgrade their machine.

We regret any inconvenience these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle driver and occupants as well as others traveling on public roadways. We hope you agree the safety benefits surpass the inconvenience.

VAC-TRON EQUIPMENT, LLC.

Attachment:

VVK00-0005 Kit Instructions

Completion Schedule: <input checked="" type="checkbox"/> Product Safety Alert: Install immediately <input type="checkbox"/> 90 days from MM/DD/YYYY <input type="checkbox"/> 180 days from MM/DD/YYYY <input type="checkbox"/> 1 year from MM/DD/YYYY <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input type="checkbox"/> N/A	Reimbursement: <input checked="" type="checkbox"/> Product Safety Alert: Work Completion Certificate Required <input checked="" type="checkbox"/> All Units Listed Above <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB20) <input type="checkbox"/> Only Units within Standard Limited Warranty Period <input type="checkbox"/> No Reimbursement
---	--

Internal Reference: TREAD Act Code <i>(Choose one or more codes applicable)</i>	<input type="checkbox"/>	--	Not Applicable	<input checked="" 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

Sample Owner Letter



IMPORTANT SAFETY RECALL

First Notice
**Light Relocation,
Reflector and Conspicuity
Tape Installation Kit
(VVK00-005)**

June 5, 2020

VIA USPS CERTIFIED/REGISTERED MAIL

Dear «MODEL» Owner:

Model: «MODEL»
This notice applies to your vehicle,
Serial No: «PRD_SRL»
Unit No: «PART_SRL»

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act.

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2012-2020 Vermeer «MODEL» vacuum excavator trailers.

INADEQUATE LIGHTING, REFLECTORS AND CONSPICUTITY TAPE

The lighting, side and rear reflectors and conspicuity tape do not meet US or Canada Federal Motor Vehicle Safety Standard (FMVSS/CMVSS) governmental regulation 108 for the United States, Canada and Mexico.

DEATH OR SERIOUS INJURY POSSIBLE

When towing or parking the vacuum excavator on public roadways, a crash may occur resulting in **death or serious injury** resulting from a driver(s) of other vehicle(s) not seeing the vacuum excavator at night or during limited sunlight and strike the vacuum excavator. To reduce the potential of this occurring, vehicle lights will be relocated, additional reflectors and conspicuity tape are being added. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK00-0005 has been created to provide the necessary parts and instructions to relocate vehicle lights, add reflectors and conspicuity tape to the sides and rear of the vacuum excavator. **This 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 VVK00-0005 **at no cost** to you for labor or materials. The installation of this kit is estimated at 3 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»

According to our records, you currently own a Vermeer «MODEL» vacuum excavator trailer. The Model and Serial Number of the «MODEL» is shown at the top right of this letter. If you no longer own this unit, please notify the Product Safety Department at:

Toll Free: 800-829-0051, extension 7060

Telephone: 641-621-7060

E-mail: productsafety@vermeer.com

If possible, please provide the name and address of the new owner. Vermeer Corporation is assisting Vac-Tron with the administration of this campaign.

We regret any inconvenience these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle driver and occupants as well as others traveling on public roadways. We hope you agree the safety benefits surpass the inconvenience.

Very truly yours,

VAC-TRON EQUIPMENT, LLC

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 <http://www.safercar.gov>

Canada Sample Owner Letter

June 5, 2020

VIA USPS CERTIFIED/REGISTERED MAIL

Dear «MODEL» Owner:

This notice is sent to you in accordance with the requirements of the *Canada Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2012-2020 Vermeer «MODEL» vacuum excavator trailers.

INADEQUATE LIGHTING, REFLECTORS AND CONSPICUITY TAPE

The lighting, side and rear reflectors and conspicuity tape do not meet US or Canada Federal Motor Vehicle Safety Standard (FMVSS/CMVSS) governmental regulation 108 for the United States, Canada and Mexico.

DEATH OR SERIOUS INJURY POSSIBLE

When towing or parking the vacuum excavator on public roadways, a crash may occur resulting in **death or serious injury** resulting from a driver(s) of other vehicle(s) not seeing the vacuum excavator at night or during limited sunlight and strike the vacuum excavator. To reduce the potential of this occurring, vehicle lights will be relocated, additional reflectors and conspicuity tape are being added. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK00-0005 has been created to provide the necessary parts and instructions to relocate vehicle lights, add reflectors and conspicuity tape to the sides and rear of the vacuum excavator. **This 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 VVK00-0005 **at no cost** to you for labor or materials. The installation of this kit is estimated at 3 hours of labor. If the Vermeer dealer travels to the unit to



**IMPORTANT
SAFETY
RECALL**

First Notice
**Light Relocation,
Reflector and Conspicuity
Tape Installation Kit
(VVK00-005)**

Model: «Model»
This notice applies to your vehicle,
Serial No: «PRD_SRL»
Unit No: «PART_SRL»

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»

According to our records, you currently own a Vermeer «MODEL» vacuum excavator trailer. The Model and Serial Number of the «MODEL» is shown at the top right of this letter. If you no longer own this unit, please notify the Product Safety Department at:

Toll Free: 800-829-0051, extension 7060

Telephone: 641-621-7060

E-mail: productsafety@vermeer.com

If possible, please provide the name and address of the new owner. Vermeer Corporation is assisting Vac-Tron with the administration of this campaign.

We regret any inconvenience these corrective measures may cause you. This required work is for safety of the crew, the towing vehicle driver and occupants as well as others traveling on public roadways. We hope you agree the safety benefits surpass the inconvenience.

Very truly yours,

VAC-TRON EQUIPMENT, LLC

The owner shall send to the lessee a copy of this notice and any subsequent notice within 10 working days after the day on which the notice is received.