



# SERVICE BULLETIN

## Vac-Tron Equipment, LLC

Trenchless  
Okahumpka, FL 34762 USA

### FIELD CAMPAIGN

SERVICE BULLETIN #

SVV2020010

DATE:

30 June 2020

CAMPAIGN  
TYPE:

Mandatory-Product Safety

CAMPAIGN  
CATEGORY:

Kit and Bulletin

MACHINE / ATTACHMENT MODEL (S) :	Serial Numbers		Kit Version
	Included	Excluded	
CS870GT	See attached listing on pages 4–5 of this Bulletin for specific VIN and Serial/Unit numbers.	N/A	VVK01
CSGT			
CS873GT			
LP303GT			
LP370XDT			
LP373GT			
LP373SGT			
LP373XDT			
LPMINI			
LPMINISK			
LPMINIXDT			
LP303GT	See attached listing on page 5 of this Bulletin for specific VIN and Serial/Unit numbers.	N/A	VVK02
LP303XDT			
LP373GT			
LP373SGT			

Subject:



Light Relocation,  
Reflector and  
Conspicuity Tape  
Installation Kit  
(VVK00-0007)

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 Unites 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**

VVK00-0007 has been created to provide the necessary parts and instructions to relocate the vehicle lights, add reflex reflectors to the front, side and rear, add conspicuity tape to the sides and rear. **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 June 30, 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 July 13, 2020x at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: [productsafety@vermeer.com](mailto: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 **July 14, 2020**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK00-0007, 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 Corporation Warranty Department for reimbursement of the parts cost and labor of the Kit.

This kit will reimburse labor hours as follows:

- VVK01: 3 hours
- VVK02: 3 hours

**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 July 14, 2020, via USPS certified/registered mail. Owner registrations indicate no translations are required for this campaign. The owner letter will be available in English only.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving VVK00-0007 from Vac-Tron, 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 safety of the towing vehicle driver and occupants as well as other traveling on public roadways or in the immediate area while being towed. We hope you agree the safety benefits surpass the inconvenience.

### VAC-TRON EQUIPMENT, INC.

#### Attachment:

VVK00-0007 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><b>Work Completion Certificate Required</b></p> <p><input checked="" type="checkbox"/> <b>All Units Listed Above</b></p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> <b>Parts</b>   <input checked="" type="checkbox"/> <b>Labor Paid (Labor Code: SB20)</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>	<input type="checkbox"/>	--	Not Applicable	<input checked="" type="checkbox"/>	12	Exterior lighting
<b>TREAD Act Code</b>	<input type="checkbox"/>	02	Suspension	<input type="checkbox"/>	16	Structure
<i>(Choose one or more codes applicable)</i>	<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

**AFFECTED MACHINES - VVK01-0007**

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
CS870GT	5HZBF1928KLCK2146	1894999	CSGT	5HZB192W8LK002052	2023162
CS870GT	5HZBF1928KLBK2144	1899114	CSGT	5HZB192WXLK002053	2023173
CS870GT	5HZBF1926KLCK2145	1930699	CSGT	5HZB192W1LK002054	2023178
CS870GT	5HZBF192XKLCK2147	1934839	CSGT	5HZB192W3LK002055	2023183
CSGT	5HZB192W5KK002007	1895487	CSGT	5HZB192W5LK002056	2023188
CSGT	5HZB162W8KK002002	1895501	CSGT	5HZB192W1KK002019	2046647
CSGT	5HZB192WXXK002004	1897705	CSGT	5HZB192WXLK002036	2073512
CSGT	5HZB192W8KK002003	1902855	CSGT	5HZB192W8LK002035	2073541
CSGT	5HZB162W9KK002011	1913251	CSGT	5HZB192W7LK002057	2073549
CSGT	5HZB192W8KK002017	1923488	CSGT	5HZB192W1LK002040	2073561
CSGT	5HZB192W6KK002016	1928535	CSGT	5HZB192W3LK002041	2073595
CSGT	5HZB192W6LK002020	1940632	CSGT	5HZB192W7LK002043	2073608
CSGT	5HZB192W8LK002021	1940633	CSGT	5HZB192W9LK002044	2073609
CSGT	5HZB192W2KK002014	1945366	CSGT	5HZB192W5LK002042	2073613
CSGT	5HZB192W3LK002024	1950684	CSGT	5HZB192W9LK002061	2073623
CSGT	5HZB192WXLK002022	1950721	CSGT	5HZB192W0LK002062	2073638
CSGT	5HZB192W2LK002029	1950782	CSGT	5HZB192W2LK002063	2073663
CSGT	5HZB192W0LK002028	1950786	LP303GT	5HZBF1622HLAH1118	1927426
CSGT	5HZB192W9LK002027	1950803	LP370XDT	5HZBF1625JLCJ1222	2005959
CSGT	5HZB192W7LK002026	1950814	LP373GT	5HZBF1620JLCJ1211	1864156
CSGT	5HZB192W5LK002025	1950829	LP373GT	5HZBF1625JLJJ1439	1914201
CSGT	5HZB192W1LK002023	1950834	LP373GT	5HZBF1622JLAJ1138	1923538
CSGT	5HZB192W9LK002030	1962768	LP373GT	5HZBF1623JLMJ1495	1932518
CSGT	5HZB192W2LK002032	1962886	LP373GT	5HZBF1621JLCJ1220	2006437
CSGT	5HZB192W0LK002031	1964049	LP373GT	5HZBF162XHLHH1341	2008331
CSGT	5HZB192W4KK002015	1971399	LP373GT	5HZBF1623HLEH1205	2008708
CSGT	5HZB192W3LK002038	1986285	LP373GT	5HZBF162XJLBJ1147	2010653
CSGT	5HZB192W1LK002037	2003979	LP373GT	5HZBF1629JLJJ1458	2012850
CSGT	5HZB192W0KK002013	2008141	LP373GT	5HZBF1626KLAK1110	2014572
CSGT	5HZB192W6LK002034	2008671	LP373SGT	5HZBF1621JLFJ1369	2005828
CSGT	5HZB192W1KK002005	2010901	LP373XDT	5HZBF1627JLCJ1223	1864154
CSGT	5HZB192W9KK002012	2011084	LP373XDT	5HZBF1625HLHH1330	1864269
CSGT	5HZB192WXXK002018	2012897	LP373XDT	5HZBF1623JLCJ1221	1927420
CSGT	5HZB192W7KK002008	2013944	LP373XDT	5HZBF1625HLEH1206	2005829
CSGT	5HZB192W9KK002009	2014606	LP373XDT	5HZBF1627HLEH1207	2007180
CSGT	5HZB192W5KK002010	2014893	LP373XDT	5HZBF1629HLAH1116	2007255
CSGT	5HZB192W6LK002048	2017167	LP373XDT	5HZBF1621HLHH1356	2010572
CSGT	5HZB192W2LK002046	2017172	LP373XDT	5HZBF1629HLEH1208	2011222
CSGT	5HZB192W6LK002051	2017238	LP373XDT	5HZBF1627HLKH1442	2011839
CSGT	5HZB192W8LK002049	2017242	LPMINI	5HZF16209LK002007	1990829
CSGT	5HZB192W4LK002047	2023121	LPMINI	5HZF16200LK002008	1990830
CSGT	5HZB192W4LK002050	2023148	LPMINI	5HZF1620XLK002002	1991321

AFFECTED MACHINES - VVK01-0007					
MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LPMINI	5HZF16201LK002003	1991325	LPMINI	5HZF16209LK002010	2045110
LPMINI	5HZF16203LK002004	1991330	LPMINISK	5HZY160G9KK002001	1940693
LPMINI	5HZF16205LK002005	1991337	LPMINIXDT	5HZH1622XLK000101	1991361
LPMINI	5HZF16207LK002006	1991349	LPMINIXDT	5HZH16221LK000102	1991532
LPMINI	5HZF1620XKK002001	2006432	LPMINIXDT	5HZH16223LK000103	1991541
LPMINI	5HZF16202LK002009	2016987			

AFFECTED MACHINES - VVK02-0007					
MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
LP303GT	5HZBF162XGLFG1188	2006721	LP373GT	5HZBF1623GLLG1282	2008479
LP303GT	5HZBF1626GLMG1294	2007219	LP373GT	5HZBF1628GLHG1227	2012857
LP303XDT	5HZBF1629GLLG1285	2005548	LP373GT	5HZBF1620GLGG1221	2014558
LP373GT	5HZBF162XGLHG1231	2006902	LP373SGT	5HZBF1624GLMG1293	2008723

# Sample Owner Letter

July 14, 2020

VIA USPS CERTIFIED/REGISTERED MAIL

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 has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2016–2020 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**

VVK00-0007 has been created to provide the necessary parts and instructions to relocate the vehicle lights, add reflex reflectors and add conspicuity tape to the sides and rear. **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 VVK00-007 **at no cost** to you for labor or materials. The installation of each 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.**



**IMPORTANT  
SAFETY  
RECALL**

**First Notice**  
**Light Relocation, Reflector  
and Conspicuity Tape  
Installation Kit  
(VVK00-0007)**

**Model:** «Model»  
This notice applies to your vehicle,  
**Serial No:** «PRD\_SRL»  
  
**Unit No:** «PART\_SRL»

**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](mailto: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 safety of the towing vehicle driver and occupants as well as other traveling on public roadways or in the immediate area while being towed. 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](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: 1-800-424-9153); or go to <http://www.safercar.gov>