



SERVICE BULLETIN

Vac-Tron Equipment, LLC

Trenchless
Okahumpka, FL 34762 USA

FIELD CAMPAIGN

SERVICE BULLETIN #

SVV2020013

DATE:

04 August 2020

CAMPAIGN
TYPE:

Mandatory-Product Safety

CAMPAIGN
CATEGORY:

Kit and Bulletin

MACHINE / ATTACHMENT MODEL (S) :	Serial Numbers		Kit Version
	Included	Excluded	
CVGT	See attached listing on Pages 4 and 5 of this Bulletin for specific VIN and serial numbers	N/A	VVK01
CVGTLC			
CVSGT			
LPSDT			
LPSGT			
LPXDT			
MINICOMBO			

Subject:



**PRODUCT
SAFETY
RECALL**

FIRST NOTICE

Rear and Side Reflectors
Installation Kit
(VVK00-0010)

Background:

INADEQUATE REAR AND SIDE REFLECTORS

The rear and side reflectors 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, rear-facing and side-

facing reflectors will be installed on the rear of the vacuum excavator. Property or equipment damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK00-0010 has been created to provide the necessary parts and instructions to install reflectors on the rear and side 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 August 7, 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 August 20, 2020 at:

Telephone: 641-621-7060
Fax: 641-621-7739
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 **August 21, 2020**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VVK00-0010, 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 **1 hour** 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 **August 21, 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 VVK00-0010 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 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:

VVK00-0010 Kit Instructions

<p>Completion Schedule:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Install immediately</p> <p><input type="checkbox"/> 90 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 180 days from MM/DD/YYYY</p> <p><input type="checkbox"/> 1 year from MM/DD/YYYY</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> N/A</p>	<p>Reimbursement:</p> <p><input checked="" type="checkbox"/> Product Safety Alert: Work Completion Certificate Required</p> <p><input checked="" type="checkbox"/> All Units Listed Above</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor Paid (Labor Code: SB20)</p> <p><input type="checkbox"/> Only Units within Standard Limited Warranty Period</p> <p><input type="checkbox"/> No Reimbursement</p>
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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

AFFECTED MACHINES - VVK01-0010

MODEL	VIN	SERIAL/UNIT	MODEL	VIN	SERIAL/UNIT
CVGT	5HZC192X0LK002124	200145	LPSDT	5HZG16212LK002296	200211
CVGT	5HZC162X0LK002123	200286	LPSDT	5HZG16213LK002307	200213
CVGT	5HZC162X4LK002125	200309	LPSDT	5HZG16219LK002263	200223
CVGT	5HZC162X8LK002127	200326	LPSDT	5HZG16211LK002290	200272
CVGT	5HZC162XXLK002128	200327	LPSDT	5HZG16217LK002262	200273
CVGT	5HZC162X1LK002129	200328	LPSDT	5HZG16212LK002279	200274
CVGT	5HZC192X6LK002130	200377	LPSDT	5HZG16219LK002280	200275
CVGTLC	5HZ0192J2LK000115	200356	LPSDT	5HZG16210LK002281	200276
CVGTLC	5HZ0192J2LK000101	200357	LPSDT	5HZG16212LK002282	200277
CVGTLC	5HZ0192J4LK000102	200358	LPSDT	5HZG1621XLK002286	200278
CVGTLC	5HZ0192J6LK000103	200359	LPSDT	5HZG19211LK002291	200292
CVGTLC	5HZ0192J8LK000104	200360	LPSDT	5HZG16214LK002297	200302
CVGTLC	5HZ0192JXLK000105	200361	LPSDT	5HZG16216LK002298	200303
CVGTLC	5HZ0192J1LK000106	200362	LPSDT	5HZG19216LK002299	200310
CVGTLC	5HZ0192J3LK000107	200363	LPSDT	5HZG19219LK002300	200311
CVGTLC	5HZ0192J5LK000108	200364	LPSDT	5HZG19210LK002301	200312
CVGTLC	5HZ0192J3LK000110	200366	LPSDT	5HZG19212LK002302	200313
CVGTLC	5HZ0192J7LK000112	200368	LPSDT	5HZG19214LK002303	200314
CVGTLC	5HZ0192J9LK000113	200369	LPSDT	5HZG19213LK002308	200315
CVGTLC	5HZ0192J0LK000114	200370	LPSDT	5HZG19215LK002309	200316
CVSGT	5HZD192Y2LK002140	200264	LPSDT	5HZG19211LK002310	200317
CVSGT	5HZD162Y6LK002141	200265	LPSDT	5HZG16210LK002314	200340
CVSGT	5HZD162Y8LK002142	200266	LPSDT	5HZG16218LK002318	200342
CVSGT	5HZD192Y8LK002143	200267	LPSDT	5HZG1621XLK002319	200343
CVSGT	5HZD162Y1LK002144	200288	LPSDT	5HZG16216LK002317	200348
CVSGT	5HZD162Y3LK002162	200289	LPSDT	5HZG1921XLK002323	200350
CVSGT	5HZD162Y3LK002145	200299	LPSDT	5HZG19211LK002324	200351
CVSGT	5HZD162Y5LK002146	200300	LPSDT	5HZG19213LK002325	200352
CVSGT	5HZD162Y7LK002147	200301	LPSDT	5HZG19215LK002326	200353
CVSGT	5HZD162Y0LK002149	200304	LPSDT	5HZG19217LK002327	200355
CVSGT	5HZD162Y9LK002151	200318	LPSDT	5HZG19219LK002328	200385
CVSGT	5HZD162Y0LK002152	200319	LPSDT	5HZG19210LK002329	200386
CVSGT	5HZD162YXLK002157	200329	LPSDT	5HZG16214LK002350	200387
CVSGT	5HZD162Y1LK002158	200330	LPSGT	5HZH16229LK002051	200345
CVSGT	5HZD162Y3LK002159	200331	LPXDT	5HZJ16236LK002146	200087
CVSGT	5HZD192Y8LK002160	200332	LPXDT	5HZJ16238LK002147	200088
CVSGT	5HZD192YXLK002161	200333	LPXDT	5HZJ16232LK002144	200089
CVSGT	5HZD192Y3LK002163	200341	LPXDT	5HZJ16231LK002149	200137
CVSGT	5HZD162Y7LK002150	200349	LPXDT	5HZJ16237LK002169	200161
LPSDT	5HZG16214LK002283	200105	LPXDT	5HZJ16230LK002160	200240
LPSDT	5HZG16216LK002284	200106	LPXDT	5HZJ19235LK002172	200248
LPSDT	5HZG16218LK002285	200107	LPXDT	5HZJ19233LK002171	200249

AFFECTED MACHINES - VVK01-0010						
MODEL	VIN	SERIAL/UNIT		MODEL	VIN	SERIAL/UNIT
LPXDT	5HZJ19237LK002173	200250		LPXDT	5HZJ16230LK002174	200296
LPXDT	5HZJ19230LK002161	200251		LPXDT	5HZJ16234LK002176	200306
LPXDT	5HZJ19232LK002162	200252		LPXDT	5HZJ16236LK002177	200307
LPXDT	5HZJ19234LK002163	200253		LPXDT	5HZJ16238LK002178	200308
LPXDT	5HZJ16238LK002164	200255		LPXDT	5HZJ16231LK002183	200337
LPXDT	5HZJ1623XLK002165	200256		LPXDT	5HZJ1623XLK002179	200339
LPXDT	5HZJ16231LK002166	200257		LPXDT	5HZJ16235LK002185	200344
LPXDT	5HZJ16233LK002167	200258		MINICOMBO	5HZK19240LK002027	200346
LPXDT	5HZJ16235LK002168	200259		MINICOMBO	5HZK19244LK002029	200395
LPXDT	5HZJ19230LK002175	200290				

Sample Owner Letter



**IMPORTANT
SAFETY
RECALL**

First Notice
**Reflector Installation Kit
(VVK00-010)**

August 21, 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 2020 Vermeer «MODEL» vacuum excavator trailers.

INADEQUATE REAR AND SIDE REFLECTORS

The rear and side reflectors 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, rear-facing and side-facing reflectors will be installed on the rear of the vacuum excavator. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VVK00-0010 has been created to provide the necessary parts and instructions to install reflectors on the rear and side 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 VVK00-0010 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1 hour 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>