



SERVICE BULLETIN

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2022-003

DATE: 6 January 2022

CAMPAIGN
TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
VX30G	5002 – 5040	5003 – 5014, 5017, 5024, 5025, 5028 – 5038	VMV01
VX30	5015 – 5127	5016 – 5028, 5030, 5032 – 5041, 5043, 5045 – 5050, 5055 – 5066, 5069, 5070, 5072 – 5076, 5078 – 5093, 5095 – 5097, 5099, 5101, 5103, 5106 – 5114, 5117 – 5119, 5124 – 5126	VMV01
VX50	See attached listing on pages 5 – 7 of this bulletin for specific VIN numbers	None	VMV01
VX50	5361, 5500, 5654	None	VMV02

Subject:



Operator's/Maintenance
Manual Lug Nut Torque
Value Update Kit
(VMV00-0015)

Background:

Vermeer MV Solutions, Inc. has decided that a defect that relates to motor vehicle safety exists in certain model year 2018 – 2021 McLaughlin and 2021 – 2022 Vermeer vacuum excavator trailers. Vermeer Corporation is administering this campaign on behalf of Vermeer MV Solutions, Inc.

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

An incorrect lug nut torque value is listed in the operator's and maintenance manual of vacuum excavators. The affected trailers are equipped with an 800-gallon spoil tank. The incorrect lug nut torque in the operator's and maintenance manual is a lower value (120 ft-lb) than recommended by the axle manufacturer (210 ft-lb).

INCORRECT LUG NUT TORQUE VALUE

120 ft-lb (163 Nm)

CORRECTED LUG NUT TORQUE VALUE

210 ft-lb (163 Nm)

DEATH OR SERIOUS INJURY POSSIBLE

Incorrect lug nut torque may cause the wheel lug nuts to loosen, increasing the risk of wheel loss and the risk of a crash.

Note: During manufacturing, lug nuts on affected vacuum excavators were torqued properly at 210 ft-lb.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV00-0015 has been created to provide replacement copies of the operator's and maintenance manual with the updated correct torque value of 210 ft-lb. The manuals provided are:

- a cabled manual printed on weather-resistant paper to affix in the manual storage box on the vacuum excavator; and,
- a second manual for your office/shop location.

Also, please verify that your machine's lug nuts are properly torqued at 210 ft-lb. **The operator's and maintenance manuals must be replaced as soon as possible and the prior manual copies discarded.**

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 January 6, 2022, 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 January 19, 2022, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

2. **Dealership orders kits by calling Vermeer MV Solutions – South Carolina at 864-277-5870.** 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 **January 20, 2022.** *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV00-0015, please contact Vermeer MV Solutions service department at 864-277-5870.

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: 0.25 hours.

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 January 20, 2022, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

- Spanish

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 VMV00-0015 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 these corrective measures may cause you. This 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:
VMV00-0015 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 <input type="checkbox"/> Product Compliance <input checked="" type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months <input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB22) <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> No reimbursement
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Internal reference: TREAD Act Code <i>(Choose one or more applicable codes)</i>	<input 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 checked="" type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

VX50 AFFECTED MACHINES - VMV01-0015

MODEL	SERIAL NUMBER	MODEL	SERIAL NUMBER	MODEL	SERIAL NUMBER	MODEL	SERIAL NUMBER
VX50	5005	VX50	5104	VX50	5210	VX50	5296
VX50	5009	VX50	5105	VX50	5211	VX50	5297
VX50	5014	VX50	5106	VX50	5216	VX50	5298
VX50	5020	VX50	5107	VX50	5217	VX50	5301
VX50	5026	VX50	5108	VX50	5219	VX50	5302
VX50	5035	VX50	5109	VX50	5223	VX50	5311
VX50	5039	VX50	5110	VX50	5224	VX50	5312
VX50	5040	VX50	5117	VX50	5227	VX50	5313
VX50	5041	VX50	5122	VX50	5231	VX50	5317
VX50	5042	VX50	5128	VX50	5232	VX50	5318
VX50	5043	VX50	5129	VX50	5234	VX50	5319
VX50	5044	VX50	5135	VX50	5235	VX50	5320
VX50	5045	VX50	5136	VX50	5236	VX50	5321
VX50	5046	VX50	5137	VX50	5237	VX50	5325
VX50	5047	VX50	5138	VX50	5238	VX50	5326
VX50	5048	VX50	5139	VX50	5242	VX50	5327
VX50	5056	VX50	5142	VX50	5243	VX50	5332
VX50	5058	VX50	5143	VX50	5244	VX50	5334
VX50	5059	VX50	5146	VX50	5245	VX50	5338
VX50	5060	VX50	5149	VX50	5250	VX50	5341
VX50	5061	VX50	5152	VX50	5258	VX50	5342
VX50	5062	VX50	5155	VX50	5260	VX50	5343
VX50	5068	VX50	5156	VX50	5261	VX50	5344
VX50	5069	VX50	5165	VX50	5262	VX50	5347
VX50	5070	VX50	5166	VX50	5263	VX50	5348
VX50	5071	VX50	5175	VX50	5264	VX50	5350
VX50	5074	VX50	5181	VX50	5265	VX50	5352
VX50	5084	VX50	5182	VX50	5266	VX50	5359
VX50	5085	VX50	5183	VX50	5267	VX50	5360
VX50	5086	VX50	5189	VX50	5268	VX50	5362
VX50	5087	VX50	5191	VX50	5269	VX50	5364
VX50	5089	VX50	5192	VX50	5270	VX50	5365
VX50	5090	VX50	5193	VX50	5273	VX50	5366
VX50	5091	VX50	5194	VX50	5277	VX50	5367
VX50	5092	VX50	5195	VX50	5278	VX50	5368
VX50	5094	VX50	5200	VX50	5285	VX50	5369
VX50	5095	VX50	5201	VX50	5288	VX50	5371
VX50	5096	VX50	5204	VX50	5290	VX50	5372
VX50	5097	VX50	5205	VX50	5291	VX50	5373
VX50	5103	VX50	5206	VX50	5292	VX50	5374

VX50 AFFECTED MACHINES - VMV01-0015

MODEL	SERIAL NUMBER	MODEL	SERIAL NUMBER	MODEL	SERIAL NUMBER	MODEL	SERIAL NUMBER
VX50	5375	VX50	5484	VX50	5560	VX50	5665
VX50	5376	VX50	5485	VX50	5564	VX50	5666
VX50	5380	VX50	5489	VX50	5565	VX50	5667
VX50	5381	VX50	5490	VX50	5566	VX50	5668
VX50	5382	VX50	5491	VX50	5567	VX50	5669
VX50	5386	VX50	5492	VX50	5568	VX50	5670
VX50	5387	VX50	5493	VX50	5569	VX50	10003
VX50	5388	VX50	5494	VX50	5578	VX50	10004
VX50	5389	VX50	5498	VX50	5579	VX50	10005
VX50	5390	VX50	5499	VX50	5580	VX50	10006
VX50	5399	VX50	5501	VX50	5581	VX50	10007
VX50	5415	VX50	5502	VX50	5589	VX50	10008
VX50	5416	VX50	5503	VX50	5591	VX50	10009
VX50	5417	VX50	5504	VX50	5600	VX50	10010
VX50	5418	VX50	5513	VX50	5601	VX50	10011
VX50	5422	VX50	5514	VX50	5602	VX50	10012
VX50	5423	VX50	5523	VX50	5606	VX50	10013
VX50	5424	VX50	5524	VX50	5607	VX50	10014
VX50	5425	VX50	5525	VX50	5608	VX50	10015
VX50	5426	VX50	5526	VX50	5609	VX50	10016
VX50	5427	VX50	5527	VX50	5610	VX50	10030
VX50	5433	VX50	5528	VX50	5611	VX50	10031
VX50	5434	VX50	5529	VX50	5612	VX50	10032
VX50	5440	VX50	5530	VX50	5618	VX50	10033
VX50	5441	VX50	5536	VX50	5621	VX50	10034
VX50	5442	VX50	5537	VX50	5622	VX50	10036
VX50	5443	VX50	5538	VX50	5623	VX50	10037
VX50	5445	VX50	5544	VX50	5630	VX50	10044
VX50	5446	VX50	5545	VX50	5631	VX50	10045
VX50	5447	VX50	5546	VX50	5632	VX50	10046
VX50	5451	VX50	5548	VX50	5633	VX50	10047
VX50	5459	VX50	5549	VX50	5637	VX50	10052
VX50	5460	VX50	5550	VX50	5638	VX50	10053
VX50	5461	VX50	5551	VX50	5639	VX50	10054
VX50	5471	VX50	5552	VX50	5640	VX50	10055
VX50	5473	VX50	5553	VX50	5645	VX50	10056
VX50	5474	VX50	5554	VX50	5646	VX50	10058
VX50	5475	VX50	5557	VX50	5659	VX50	10070
VX50	5482	VX50	5558	VX50	5660	VX50	10071
VX50	5483	VX50	5559	VX50	5661	VX50	10084

VX50 AFFECTED MACHINES - VMV01-0015							
MODEL	SERIAL NUMBER		MODEL	SERIAL NUMBER		MODEL	SERIAL NUMBER
VX50	10085		VX50	10123		VX50	10163
VX50	10091		VX50	10124		VX50	10164
VX50	10092		VX50	10125		VX50	10166
VX50	10093		VX50	10127		VX50	10167
VX50	10094		VX50	10132		VX50	10171
VX50	10095		VX50	10133		VX50	10172
VX50	10096		VX50	10134		VX50	10173
VX50	10100		VX50	10135		VX50	10183
VX50	10101		VX50	10137		VX50	10190
VX50	10108		VX50	10139		VX50	10191
VX50	10109		VX50	10141		VX50	10192
VX50	10110		VX50	10142		VX50	10195
VX50	10111		VX50	10143		VX50	10196
VX50	10112		VX50	10147		VX50	10197
VX50	10113		VX50	10150		VX50	10198
VX50	10114		VX50	10157		VX50	10199
VX50	10115		VX50	10158		VX50	10201
VX50	10117		VX50	10159		VX50	10202
VX50	10120		VX50	10161		VX50	10204
VX50	10121		VX50	10162		VX50	10219



NHTSA SAFETY RECALL NUMBER 21V-916

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>Operator's/Maintenance Manual Lug Kit (VMV00-0015)</p>
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<p>Model: «Model»</p> <p>This notice applies to your vehicle,</p> <p>Serial No: «VIN»</p>

January 6, 2022

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 2018 – 2021 McLaughlin and 2021 – 2022 Vermeer «MODEL» vacuum excavator trailers. According to our records, you currently own a McLaughlin/Vermeer «MODEL» vacuum excavator. The model and serial number are shown at the top center of this letter. Vermeer Corporation is administering this campaign on behalf of Vermeer MV Solutions, Inc.

POSSIBLE LOSS OF WHEEL AND RISK OF CRASH

An incorrect lug nut torque value is listed in the operator's and maintenance manual of vacuum excavators. The affected trailers are equipped with an 800-gallon spoil tank. The incorrect lug nut torque in the operator's and maintenance manual is a lower value (120 ft-lb) than recommended by the axle manufacturer (210 ft-lb).

<p>INCORRECT LUG NUT TORQUE VALUE</p> <hr/> <p>120 ft-lb (163 Nm)</p>
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<p>CORRECTED LUG NUT TORQUE VALUE</p> <hr/> <p>210 ft-lb (163 Nm)</p>
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DEATH OR SERIOUS INJURY POSSIBLE

Incorrect lug nut torque may cause the wheel lug nuts to loosen, increasing the risk of wheel loss and the risk of a crash.

Note: During manufacturing, lug nuts on affected vacuum excavators were torqued properly at 210 ft-lb.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV00-0015 has been created to provide replacement copies of the operator's and maintenance manual with the updated correct torque value of 210 ft-lb. The manuals provided are:

- a cabled manual printed on weather-resistant paper to affix in the manual storage box on the vacuum excavator; and,
- a second manual for your office/shop location.

Also, please verify that your machine's lug nuts are properly torqued at 210 ft-lb. **The operator's and maintenance manuals must be replaced as soon as possible and the prior manual copies discarded.**

Please contact your authorized independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install VMV00-0015 **at no cost** to you for labor or materials. The installation of this kit is estimated at .25 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»

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>