



SERVICE BULLETIN

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2022-015 Rev. 1 DATE: 9 March 2023

CAMPAIGN TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN CATEGORY:

Kit and Bulletin

Revision 1:

1. The kit instructions and bulletin are being revised to advise the dealership to measure the beam on the machine. If the beam measures 8”, contact product safety at productsafety@vermeer.com to have the kit excluded.
2. Dealer reports will be sent on March 9, 2023
3. No owner notifications will be sent to registered owners.

The remainder of this bulletin is provided for reference as originally published on December 22, 2022.

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
AIR533SDT	See attached listing on page 4 of this bulletin for specific serial/unit numbers	Trailer frames in the attached listing made from 8” I-beam. Measure I-beam height as instructed in the kit instructions.	VMV01
AIR535SDT			
AIR555SDT			
AIR573SDT			
AIR833SDT			
AIR835SDT			
AIR855SDT			
AIR873SDT			
AIRSDT			

Subject:



Trailer Frame
Reinforcement Kit
(VMV000028 Rev. 1)

Background:

Vermeer MV Solutions, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2011 – 2020 Vac-Tron AIR533SDT, AIR535SDT, AIR555SDT, AIR573SDT, AIR833SDT, AIR835SDT, AIR855SDT, AIR873SDT, and AIRSDT vacuum excavator trailers. Vermeer Corporation is administering this product safety campaign on behalf of Vermeer MV Solutions, Inc.

TRAILER FRAME FAILURE MAY OCCUR

Frame bending or distortion can develop in the trailer main frame which can result in loss of stability while towing.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the vacuum excavator trailer on public roadways, **death or serious injury** may result due to the loss of control of the vacuum excavator trailer and towing vehicle. A frame failure may increase the risk of a crash. Property or equipment damage may also occur.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000028 Rev. 1 has been created to provide the necessary parts and instructions to add a plate gusset to reinforce the trailer frame. **The 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.

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 October 13, 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 October 26, 2022, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

2. **Dealership orders kits** by calling 888-822-8766 (Florida). 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 **October 27, 2022**. Also refer to *Owner Notification section below*.

If you have any questions concerning the installation of VMV000028, please contact Vermeer MV Solutions service department at 888-822-8766 (Florida).

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: 1.5 hours.

Travel will be paid up to \$200 (\$1 per mile with a \$200 max round trip) with copy of work order attached for retailed machines not in dealer inventory. If dealer repairs more than one machine at same location on one trip, travel will only be paid on one of the model/VINs. **The dealer may not charge the customer for travel for this campaign per NHTSA, contact service if you have any questions.**

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 October 27, 2022, 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 VMV000028 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:
VMV000028 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 (Choose one or more applicable codes)	<input type="checkbox"/>	--	Not applicable	<input type="checkbox"/>	12	Exterior lighting
	<input type="checkbox"/>	02	Suspension	<input checked="" 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 - VMV010028

Model	VIN	SERIAL/ UNIT	Model	VIN	SERIAL/ UNIT
AIR533SDT			AIR855SDT		
AIR533SDT			AIR855SDT		
AIR533SDT			AIR855SDT		
AIR535SDT			AIR855SDT		
AIR535SDT			AIR855SDT		
AIR555SDT			AIR855SDT		
AIR555SDT			AIR855SDT		
AIR555SDT			AIR855SDT		
AIR555SDT			AIR873SDT		
AIR555SDT			AIR873SDT		
AIR555SDT			AIR873SDT		
AIR573SDT			AIR873SDT		
AIR833SDT			AIR873SDT		
AIR833SDT			AIR873SDT		
AIR833SDT			AIRSDT		
AIR833SDT			AIRSDT		
AIR833SDT			AIRSDT		
AIR835SDT			AIRSDT		
AIR855SDT			AIRSDT		
AIR855SDT			AIRSDT		
AIR855SDT			AIRSDT		
AIR855SDT			AIRSDT		
AIR855SDT					



NHTSA SAFETY RECALL NUMBER 22V-664

Product Safety Department
Vermeer Corporation
1210 Vermeer Rd East
Pella, Iowa 50219 USA
productsafety@vermeer.com

SAMPLE
OWNER
LETTER



**IMPORTANT
SAFETY
RECALL**

First Notice

**Trailer Frame Reinforcement
Kit
(VMV000028 Rev. 1)**

October 13, 2022

Dear «MODEL» owner:

Model: «Model»
This notice applies to your vehicle,
Serial No: «VIN»

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, which relates to motor vehicle safety, exists in certain model year 2011 – 2020 Vac-Tron AIR533SDT, AIR535SDT, AIR555SDT, AIR573SDT, AIR833SDT, AIR835SDT, AIR855SDT, AIR873SDT and AIRSDT vacuum excavator trailers. Vermeer Corporation is administering this product safety campaign on behalf of Vermeer MV Solutions, Inc. According to our records, you currently own a Vac-Tron «MODEL» vacuum excavator trailers. The model and serial number are shown at the top center of this letter.

TRAILER FRAME FAILURE MAY OCCUR

Frame bending or distortion can develop in the trailer main frame which can result in loss of stability while towing.

DEATH OR SERIOUS INJURY POSSIBLE

When towing the vacuum excavator trailer on public roadways, **death or serious injury** may result due to the loss of control of the vacuum excavator trailer and towing vehicle. A frame failure may increase the risk of a crash. Property or equipment damage may also occur.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000028 has been created to provide the necessary parts and instructions to add a plate gusset to reinforce the trailer frame. **This 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 VMV000028 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1.5 hours of labor. **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 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>