

Vermeer MV Solutions, Inc.

Trenchless

Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2025-001

DATE: 26 November 2024

CAMPAIGN TYPE:

Mandatory – Product Safety
DEALER INSTALLATION ONLY
CERTIFIED WELDER REQUIRED

CAMPAIGN CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit version
	Included	Excluded	
VXT600G2	See attached listing on page 4 of this bulletin for specific truck VIN and MV Solutions model and VIN	None	VMV01

Subject:



**PRODUCT
SAFETY
RECALL**

FIRST NOTICE

**Spoil Tank Door
Support Update Kit
(VMV000095)**

Background:

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2024 – 2025 MV Solutions VXT600G2 truck-mounted vacuum excavators. Vermeer Corporation is administering this product safety campaign on behalf of MV Solutions.

UNDERSIZED WELDS OF THE SPOIL TANK DOOR LIFT SUPPORTS

During manufacturing, undersized welds were applied to the spoil tank door lift supports. If the undersized welds fail during transport on a public roadway material being transported in the spoil tank may release onto the roadway.

DEATH OR SERIOUS INJURY POSSIBLE

If material being transported in the spoil tank is released on a public roadway, the material could strike another vehicle or pedestrian on the roadway resulting in death or serious injury.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000095 has been created to provide the necessary instructions to repair the undersized welds to design specifications. **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 November 26, 2024, 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 December 9, 2024, at:

Telephone: 641-621-7060
Fax: 641-621-8562
Email: productsafety@vermeer.com

2. **Do not order kits.**
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 **December 10, 2024**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV000095, please contact Vermeer MV Solutions service department at 864-277-5870 (South Carolina).

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: 3.5 hours. **If additional cost is incurred regarding a certified welder outside of the dealership, attach the invoice to the warranty claim reimbursement up to \$300.00.**

Travel will be paid up to \$200 (\$1 per mile with a \$200 ax 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.

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 December 10, 2024, 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 the dealer notification with the list of affected machine(s) in your area, you must **contact your affected customer(s) immediately** and schedule a mutually acceptable time to upgrade their machine(s).

We regret any inconvenience that these corrective measures may cause you. The required work is for the safety of the other drivers, passengers, and pedestrians on the public roadways.

VERMEER MV SOLUTIONS, INC.

Attachment:
VMV000095 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</p> <p><input type="checkbox"/> Product Compliance</p> <p><input checked="" type="checkbox"/> All units listed above with less than __ hours or warranty start date in the last __ months</p> <p style="padding-left: 20px;"><input type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB25)</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 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 checked="" 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 - VMV010095			
TRUCK MAKE	TRUCK VIN	MV SOLUTIONS MODELS	MV SOLUTIONS VIN
KENWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
KENTWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
MACK GR64F		VXT600G2	
KENWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
KENTWORTH T880		VXT600G2	
MACK GR64F		VXT600G2	
KENWORTH T880		VXT600G2	
KENWORTH T880		VXT600G2	
MACK GR64F		VXT600G2	
KENWORTH T880		VXT600G2	
MACK GR64F		VXT600G2	
KENWORTH T880		VXT600G2	



SAMPLE
OWNER
LETTER

VERMEER MV SOLUTIONS, INC.
Administered by:
Product Safety Department
Vermeer Corporation
1210 Vermeer Rd East
Pella, Iowa 50219 USA
productsafety@vermeer.com

NHTSA SAFETY RECALL NUMBER 24V-784

MV Solution Model	«Model»
MV Solution PIN: This notice applies to your vehicle,	«VIN»
Truck Make:	«Truck Make»
Truck VIN:	«Truck VIN»



**IMPORTANT
SAFETY
RECALL**

First Notice
**Spoil Tank Door Support
Update Kit
(VMV000095)**

December 10, 2024

Dear VXT600G2 owner:

This notice is sent to you in accordance with 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 2024 – 2025 MV Solutions VXT600G2 truck mounted vacuum excavators. Vermeer Corporation is administering this product safety campaign on behalf of MV Solutions. The model and serial number are shown at the top left of this letter.

UNDERSIZED WELDS OF THE SPOIL TANK DOOR LIFT SUPPORTS

During manufacturing, undersized welds were applied to the spoil tank door lift supports. If the undersized welds fail during transport on a public roadway material being transported in the spoil tank may release onto the roadway.

DEATH OR SERIOUS INJURY POSSIBLE

If material being transported in the spoil tank is released on a public roadway, the material could strike another vehicle or pedestrian on the roadway resulting in death or serious injury.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000095 has been created to provide the necessary instructions to repair the undersized welds to design specifications. **The 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 VMV000095 **at no cost** to you for labor. The installation of this kit is estimated at 3.5 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»

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. To request reimbursement, first email productsafety@vermeer.com and request a Reimbursement Request Form. You may submit your receipts along with the completed request for reimbursement by email to productsafety@vermeer.com.

Upon receipt of your submission, the information will be reviewed, and someone from Vermeer or the Vermeer dealership that made the repairs may reach out if they have any questions.

Vermeer will make a reimbursement determination within sixty (60) days from receipt of your complete reimbursement and repair information. If your initial submission is incomplete, Vermeer will advise you within sixty days of that submission of any additional information needed to make a reimbursement determination. If your claim is denied, Vermeer will send you a notice stating the reasons for that determination. Valid claims will be reimbursed once your complete reimbursement and repair information has been verified and recorded in our system

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 other drivers, passengers, and pedestrians 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>