

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2022-007 DATE: 21 June 2022

CAMPAIGN TYPE:

Mandatory-Product Safety
FACTORY PERSONNEL INSTALLATION ONLY

CAMPAIGN CATEGORY:

Bulletin Only

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		
	Included	Excluded	Kit Version
VXT500	See page 5 for included units	None	VMV01
VXT600	See page 6 for included units	None	VMV01

SUBJECT:



VXT500/VXT600
Safety Enhancements
Kit
(VMV00-0017)

BACKGROUND:

SAFETY ENHANCEMENTS

Vermeer MV Solutions, Inc, Piedmont, South Carolina, an industry leader in the manufacturing of infrastructure equipment, recently acquired the rights to develop and manufacture select products, including the VXT500 and VXT600 series vacuum excavators. This acquisition has brought many positive changes, including the support of the worldwide network of Vermeer dealers who provide local sales, service, and parts. As part of this acquisition, Vermeer Corporation, the parent company of Vermeer MV Solutions evaluated the safety of the VXT500 and VXT600 vacuum excavators.

As a result, several important safety enhancements are being provided for VXT500 and VXT600 vacuum excavators. This Product Safety Alert provides the opportunity to have these important safety enhancements installed at no charge for materials or labor. Vermeer Corporation is administering this Product Safety Alert.

SERIOUS INJURY OR DEATH POSSIBLE

If these safety enhancements are not installed, serious injury or death is possible.

SOLUTION:

MACHINE MODIFICATIONS REQUIRED

Due to the installation complexity of the safety enhancement kits, Vermeer MV Solutions and Vermeer Corporation authorized field teams will install these safety enhancement kits.

The following safety enhancement kits have been created to provide these updates:

(1) Controls (VMV-0017):

- Software update. If the wires between the radio remote base and the hydraulic valve controller become damaged or disconnected, all boom and debris tank hydraulic functions will be immediately activated and may cause unexpected movement. If this failure occurs prior to installation of the safety enhancement kit, **turn off truck's engine with key to stop movement**. Software update will provide logic preventing activation of boom and debris tank controls in the event of a damaged or disconnected wire. **Note:** Units with ICS in build number are excluded from the software update.
- Emergency stop control system update. If a failure occurs in the boom or debris tank hydraulic system, the emergency stop button will not stop boom and debris tank movement. If this failure occurs prior to installation of the safety enhancement kit, **turn off truck's engine with key to stop movement**. This update will add boom and debris tank functions to the emergency stop control system.
- Remote control decal update (optional rocket remote control only). The buttons on the remote control may be held in the depressed position due to assembly and small button opening size. If the buttons remain in the depressed position, the function will continue to be activated. If this failure occurs prior to installation of the safety enhancement kit, **turn off truck's engine with key to stop movement**. This update will remove the existing control decal and be replaced with a new control decal with larger button openings.

(2) Guarding:

- Driveline guard update. The driveline guard is not sufficient to cover the rotating driveline to protect the operator and crew member from entanglement. Prior to installation of the safety enhancement kit, avoid contact with the driveline. See decal located on the existing guard shown to the right.



(3) Safety Support Devices:

- Add debris tank support. The debris tank may not be equipped with a support device to prevent crushing if a failure of the hydraulic cylinder occurs. Prior to installation of the safety enhancement kit, **use external lifting device to support the tank if maintenance under the tank is needed**. This update will add a tank support device to be used during maintenance under the debris tank.

- Add debris tank door supports. The debris tank door may not be equipped with support devices to prevent crushing if a failure of the hydraulic cylinder occurs. Prior to installation of the safety enhancement kit, **use external lifting device to support the debris tank door when cleaning the tank**. This update will add a support device to the debris tank door to be used during cleaning.

(4): Fuel System:

- Fuel line relocation (Kenworth trucks only). The fuel line will be relocated from the bottom of the fuel tank to the top of the fuel tank to reduce possible fuel line damage.

(5) Instructions and Markings:

- Updated Operating and Maintenance Manual will be provided.

Vermeer Corporation is administering this product safety alert on behalf of Vermeer MV Solutions, Inc.

DEALER PARTICIPATION

Please read this section carefully.

The installation of these safety kits will be performed at the facilities of Vermeer Corporation in Pella, Iowa or at dealership locations by factory personnel. Regarding this safety campaign, we provide the following information:

1. Vermeer Corporation will be scheduling the units to be updated. Primary contact at Vermeer for this project is your Vermeer MV Solutions Regional Sales Manager.
2. **Reports** will be emailed during the week of June 21, 2022, to dealerships with a listing of the units shown in our records to be in your territory. The report will identify the Model, Serial Number and VXP Build number including the following:
 - Vermeer Service Dealer
 - Sell Dealer if known
 - Last known owner/Address
 - Status of VXT500/VXT600 Safety Enhancements Kit (Open, Excluded, Factory Installed or Field Team Installed)

If the information contained in the report is NOT correct, please notify the product safety department on or before **July 1, 2022**, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: productsafety@vermeer.com

NOTE: Due to the volume of units to receive the safety enhancement kits, we request that you do **not** contact the owners regarding these safety enhancement kits until your dealership has been contacted by Vermeer to discuss the remaining items in this section of the service bulletin.

3. After Vermeer has spoken with your dealership about scheduling the unit for installation of these updates and receiving a date from the dealership, Vermeer will mail a letter, via certified/registered mail to those owners who have been contacted and received a scheduled time for kit installation. See sample letters at end of this bulletin.

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 July 5, 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.

The first owner notification/letter instructs the owner of steps to take should the function of the E-stop controls fail to work will be sent on the date listed above. The second owner notification/letter will be sent to the owner once a date has been scheduled to have the enhancements installed.

If the owner declines to have the safety enhancements installed, please contact productsafety@vermeer.com for an owner letter the owner can sign agreeing they are declining the safety updates being offered.

We regret any inconvenience these corrective measures may cause you. This required work is for the safety of the VXT500/VXT600 operator and crew.

VERMEER MV SOLUTIONS, INC.

Attachment:
VMV00-0017 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 checked="" type="checkbox"/> All units listed above</p> <p><input type="checkbox"/> Parts <input type="checkbox"/> Labor paid (Labor code: SBXX)</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input checked="" type="checkbox"/> No reimbursement</p>
--	--

<p>Internal reference:</p> <p>TREAD Act Code</p> <p><i>(Choose one or more applicable codes)</i></p>	<input checked="" 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 type="checkbox"/>	20	Wheels
	<input type="checkbox"/>	11	Electrical	<input type="checkbox"/>	21	Trailer hitch

AFFECTED VXT500 MACHINES		
Model	Serial Number	Build Number
VXT500	000075	2020-MVS-0075
VXT500	000076	2020-MVS-0076
VXT500	000077	2020-MVS-0077
VXT500	000080	2020-MVS-0080
VXT500	000082	2020-MVS-0082
VXT500	000083	2020-MVS-0083
VXT500	000084	2020-MVS-0084
VXT500	000085	2020-MVS-0085
VXT500	000087	2020-MVS-0087
VXT500	000088	2020-MVS-0088
VXT500	000089	2020-MVS-0089
VXT500	000091	2020-MVS-0091
VXT500	000120	2021-MVS-0120
VXT500	000121	2021-MVS-0121
VXT500	000122	2021-MVS-0122
VXT500	000124	2021-MVS-0124
VXT500	000125	2021-MVS-0125
VXT500	000126	2021-MVS-0126
VXT500	000129	2021-MVS-0129
VXT500	000131	2021-MVS-0131
VXT500	000132	2021-MVS-0132
VXT500	000135	2021-MVS-0135
VXT500	000137	2021-MVS-0137
VXT500	000138	2021-MVS-0138
VXT500	000158	2021-MVS-0158
VXT500	000166	2021-MVS-0166
VXT500	000167	2021-MVS-0167
VXT500	000168	2021-MVS-0168
VXT500	000169	2021-MVS-0169
VXT500	000170	2021-MVS-0170
VXT500	000171	2021-MVS-0171
VXT500	000173	2021-MVS-0173
VXT500	000175	2021-MVS-0175
VXT500	000176	2021-MVS-0176
VXT500	000177	2021-MVS-0177
VXT500	000181	2021-MVS-0181

AFFECTED VXT600 MACHINES		
Model	Serial Number	Build Number
VXT600	000004	ICS-0004
VXT600	000006	ICS-0006
VXT600	000007	ICS-0007
VXT600	000008	ICS-0008
VXT600	000009	ICS-0009
VXT600	000019	ICS0019
VXT600	000022	ICS-0022
VXT600	000026	ICS-0026
VXT600	000027	ICS-0027
VXT600	000028	ICS-0028
VXT600	000029	ICS-0029
VXT600	000030	ICS0030
VXT600	000031	ICS0031
VXT600	000032	ICS0032
VXT600	000033	ICS0033
VXT600	000034	ICS0034
VXT600	000037	ICS0037
VXT600	000038	ICS0038
VXT600	000041	ICS0041
VXT600	000044	2021-MVS-0044
VXT600	000046	ICS0046
VXT600	000047	2020-ICS-0047
VXT600	000048	2019-ICS-0048
VXT600	000050	ICS0050
VXT600	000052	ICS0052
VXT600	000053	ICS0053
VXT600	000058	2020-ICS-0058
VXT600	000060	ICS0060
VXT600	000066	ICS0066
VXT600	000069	ICS0069
VXT600	000072	2020-MVS-0072
VXT600	000086	2020-MVS-0086
VXT600	000090	2020-MVS-0090
VXT600	000092	2020-MVS-0092
VXT600	000093	2020-MVS-0093
VXT600	000115	2020-MVS-0115
VXT600	000116	2020-MVS-0116
VXT600	000117	2020-MVS-0117
VXT600	000118	2020-MVS-0118
VXT600	000119	2020-MVS-0119

AFFECTED VXT600 MACHINES		
Model	Serial Number	Build Number
VXT600	000123	2021-MVS-0123
VXT600	000127	2021-MVS-0127
VXT600	000128	2021-MVS-0128
VXT600	000133	2021-MVS-0133
VXT600	000139	2021-MVS-0139
VXT600	000140	2021-MVS-0140
VXT600	000141	2021-MVS-0141
VXT600	000142	2021-MVS-0142
VXT600	000143	2021-MVS-0143
VXT600	000144	2021-MVS-0144
VXT600	000145	2021-MVS-0145
VXT600	000146	2021-MVS-0146
VXT600	000147	2021-MVS-0147
VXT600	000148	2021-MVS-0148
VXT600	000149	2021-MVS-0149
VXT600	000150	2021-MVS-0150
VXT600	000151	2021-MVS-0151
VXT600	000152	2021-MVS-0152
VXT600	000153	2021-MVS-0153
VXT600	000154	2021-MVS-0154
VXT600	000155	2021-MVS-0155
VXT600	000156	2021-MVS-0156
VXT600	000157	2021-MVS-0157
VXT600	000159	2021-MVS-0159
VXT600	000160	2021-MVS-0160
VXT600	000161	2020-MVS-0161
VXT600	000165	2021-MVS-0165
VXT600	000178	2021-MVS-0178 (ICS)
VXT600	000179	2021-MVS-0179
VXT600	000180	2020-MVS-0180
VXT600	000183	2022-MVS-0183
VXT600	000205	2021-MVS-0205

SAMPLE
 OWNER
 LETTER 1



PRODUCT SAFETY ALERT

Interim Notice

VXT500/VXT600 Safety Enhancements Kit (VMV00-0017)

Model: «Model»

Serial No: «SerialN»

Build Number: «build number»

July 5, 2022

Dear «MODEL» owner:

Vermeer MV Solutions, Inc, Piedmont, South Carolina, an industry leader in the manufacturing of infrastructure equipment, recently acquired the rights to develop and manufacture select products, including the VXT500 and VXT600 series vacuum excavators. This acquisition has brought many positive changes, including the support of the worldwide network of Vermeer dealers who provide local sales, service, and parts. As part of this acquisition, Vermeer Corporation, the parent company of Vermeer MV Solutions reevaluated the safety of the VXT500 and VXT600 vacuum excavators. As a result, several important safety enhancements are being provided for VXT500 and VXT600 vacuum excavators. This Product Safety Alert Interim Notice provides information about a potential hazard prior to these important safety enhancements being available to install at no charge for materials or labor on your Vacuum X-Traction vacuum excavator.

According to records provided by Vacuum X-Traction Products, you currently own a «MODEL» vacuum excavator. The model and serial number are shown at the top center of this letter. If you no longer own this unit, please notify Vermeer Corporation's 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.

Prior to the release of the safety enhancement kits by Vermeer MV Solutions, this Interim Notice provides instructions below in **red bold text** to avoid the potential safety hazards until the safety enhancement kit is installed. **Serious injury or death is possible if the instructions below are not followed.**

1) EMERGENCY STOP SYSTEM FAILURE MAY NOT STOP MACHINE MOVEMENT

- If the wires between the radio remote base and the hydraulic valve controller become damaged or disconnected, all boom and debris tank hydraulic functions will be immediately activated and may cause unexpected movement. If this failure occurs prior to installation of the safety enhancement kit, **turn off truck's engine with key to stop movement.**

The safety enhancement kit to be released in the near future will include a software update to provide logic preventing activation of boom and debris tank controls in the event of a damaged or disconnected wire. **Note:** Units with ICS in build number are excluded from the software update.

- If a failure occurs in the boom or debris tank hydraulic system, the emergency stop button will not stop boom and debris tank movement. If this failure occurs prior to installation of the safety

enhancement kit, **turn off truck's engine with key to stop movement.**

The safety enhancement kit to be released in the near future will add boom and debris tank functions to the emergency stop control system.

- Optional rocket remote control only. The buttons on the remote control may be held in the depressed position due to assembly and small button opening size. If the buttons remain in the depressed position, the function will continue to be activated. If this failure occurs prior to installation of the safety enhancement kit, **turn off truck's engine with key to stop movement.**

The safety enhancement kit to be released in the near future will remove the existing control decal and be replaced with a new control decal with larger button openings.

2) INSUFFICIENT DRIVELINE GUARDING

- The driveline guard is not sufficient to cover the rotating driveline to protect the operator and crew member from entanglement. Prior to installation of the safety enhancement kit, **avoid contact with the driveline.** See decal located on the existing guard shown to the right.



3) MISSING SAFETY SUPPORT DEVICES ON DEBRIS TANK AND TANK DOOR

- The debris tank may not be equipped with a support device to prevent crushing if a failure of the hydraulic cylinder occurs. Prior to installation of the safety enhancement kit, **use external lifting device to support the tank if maintenance under the tank is needed.** This update will add a tank support device to be used during maintenance under the debris tank.
- The debris tank door may not be equipped with support devices to prevent crushing if a failure of the hydraulic cylinder occurs. Prior to installation of the safety enhancement kit, **use external lifting device to support the debris tank door when cleaning the tank.**

The safety enhancement kit to be released in the near future will add a support device to the debris tank door to be used during cleaning.

If you have any questions, please contact the Vermeer MV Solutions service department at:

Telephone: 864-277-5870
Email: scvmvparts@vermeer.com

Please follow the instructions above in **red bold text** to avoid the potential safety hazards until the safety enhancement kit is installed. Vermeer Corporation is administering this Product Safety Alert.

Regards,
Vermeer MV Solutions, Inc.

SAMPLE
OWNER
LETTER 2

July 5, 2022

Dear «MODEL» owner:

	PRODUCT SAFETY ALERT
First Notice	
VXT500/VXT600 Safety Enhancements Kit (VMV00-0017)	

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

Model:	«Model»
Serial #:	«SerialN»
Build Number:	«build number»

According to our records, you currently own a Vermeer «MODEL» vacuum excavator. The model and serial number are shown at the top center of this letter.

According to the dealership shown in the box on page 2 of this letter, you have **agreed to participate** in the Vermeer safety enhancement program for the above referenced Product Safety Alert.

SAFETY ENHANCEMENTS

Vermeer MV Solutions, Inc, Piedmont, South Carolina, an industry leader in the manufacturing of infrastructure equipment, recently acquired the rights to develop and manufacture select products, including the VXT500 and VXT600 series vacuum excavators. This acquisition has brought many positive changes, including the support of the worldwide network of Vermeer dealers who provide local sales, service, and parts. As part of this acquisition, Vermeer Corporation, the parent company of Vermeer MV Solutions reevaluated the safety of the VXT500 and VXT600 vacuum excavators.

As a result, several important safety enhancements are being provided for VXT500 and VXT600 vacuum excavators. This Product Safety Alert provides the opportunity to have these important safety enhancements installed at no charge for materials or labor. Vermeer Corporation is administering this Product Safety Alert.

SERIOUS INJURY OR DEATH POSSIBLE

If these safety enhancements are not installed, serious injury or death is possible.

MACHINE MODIFICATIONS REQUIRED

Due to the installation complexity of the safety enhancement kits, Vermeer MV Solutions and Vermeer Corporation authorized field teams will install these safety enhancement kits.

The following safety enhancement kits have been created to provide these updates:

(1) **Controls (VMV-0017):**

- Software update.** If the wires between the radio remote base and the hydraulic valve controller become damaged or disconnected, all boom and debris tank hydraulic functions will be immediately activated and may cause unexpected movement. If this failure occurs prior to installation of the safety enhancement kit, **turn off truck's engine with key to stop movement.** Software update will provide logic preventing activation of boom and debris tank controls in the event of a damaged or disconnected wire. **Note:** Units with ICS in build number are excluded from the software update.

- Emergency stop control system update. If a failure occurs in the boom or debris tank hydraulic system, the emergency stop button will not stop boom and debris tank movement. If this failure occurs prior to installation of the safety enhancement kit, **turn off truck's engine with key to stop movement**. This update will add boom and debris tank functions to the emergency stop control system.
- Remote control decal update (optional rocket remote control only). The buttons on the remote control may be held in the depressed position due to assembly and small button opening size. If the buttons remain in the depressed position, the function will continue to be activated. If this failure occurs prior to installation of the safety enhancement kit, **turn off truck's engine with key to stop movement**. This update will remove the existing control decal and be replaced with a new control decal with larger button openings.

(2) **Guarding:**

- Driveline guard update. The driveline guard is not sufficient to cover the rotating driveline to protect the operator and crew member from entanglement. Prior to installation of the safety enhancement kit, avoid contact with the driveline. See decal located on the existing guard shown to the right.



(3) **Safety Support Devices:**

- Add debris tank support. The debris tank may not be equipped with a support device to prevent crushing if a failure of the hydraulic cylinder occurs. Prior to installation of the safety enhancement kit, **use external lifting device to support the tank if maintenance under the tank is needed**. This update will add a tank support device to be used during maintenance under the debris tank.
- Add debris tank door supports. The debris tank door may not be equipped with support devices to prevent crushing if a failure of the hydraulic cylinder occurs. Prior to installation of the safety enhancement kit, **use external lifting device to support the debris tank door when cleaning the tank**. This update will add a support device to the debris tank door to be used during cleaning.

(4): **Fuel System:**

- Fuel line relocation (Kenworth trucks only). The fuel line will be relocated from the bottom of the fuel tank to the top of the fuel tank to reduce possible fuel line damage.

(5) **Instructions and Markings:**

- Updated Operating and Maintenance Manual will be provided.

Vermeer dealer who contacted you:	«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»

We are very appreciative of your willingness to participate in the important safety enhancement program. This required work is for the safety of the machine operator and crew. We hope you agree the safety benefits surpass the inconvenience.

Regards,
Vermeer MV Solutions, Inc.