

Vermeer MV Solutions, Inc.

Trenchless
 Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2024-013 **DATE:** 23 May 2024

CAMPAIGN TYPE: Mandatory – Product Safety

CAMPAIGN CATEGORY: Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
VXT500	75 – 313	None	VMV01
VXT600	4 – 320, 17883, 17893, 34450, 34448	None	

Subject:



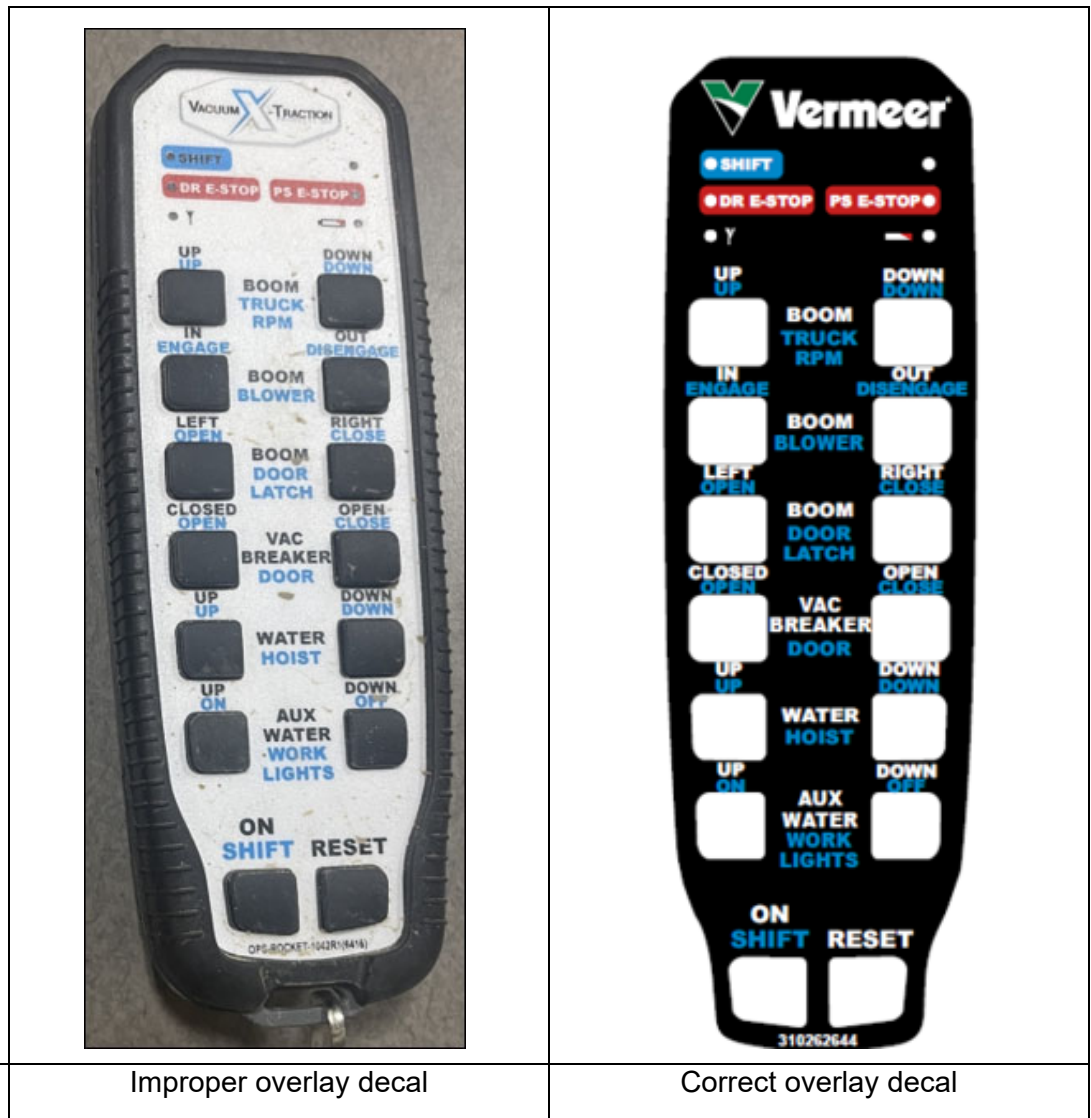
Remote Control Decal
 Update Kit
 (Optional Rocket
 Remote Control Only)
 (VMV000083)

Background:

BUTTONS ON REMOTE CONTROL MAY REMAIN ACTUATED

After field update VMV000017 was completed, it was discovered that the rocket remote supplier continued to supply field replacement remotes with the improper decal overlay.

The buttons on the remote control may be held in the depressed position due to assembly and small button opening size. If a button or buttons remain in the depressed position, the associated function(s) will continue to be activated. If this failure occurs prior to installation of the kit, **turn off truck’s engine with key to stop movement**. This update will remove the existing control decal and replace it with a new control decal with larger button openings.



DEATH OR SERIOUS INJURY POSSIBLE

When using the remote control to move the boom, debris tank or debris tank door, death or serious injury can result if a remote control button remains in the depressed position and the operator or a crew member is struck by or crushed by the moving boom, debris tank or debris tank door.

Solution:

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000083 has been created to provide the necessary parts and instructions **for the owner** to install an updated decal onto the remote. **Owners will be instructed to install the decal as soon as possible.**

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 May 23, 2024, 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. **The accuracy of the owners and addresses are important as this information will be used to send kits to the owners listed on this report.**

If the information contained in the report is **not** correct, please notify the product safety department on or before June 5, 2024, at:

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

Do not order kits as they will be sent directly to the owners to install. If the report does not show any owner, the kit will be sent to the dealership for installation.

If you have any questions concerning the installation of VMV000083, please contact Vermeer MV Solutions service department at 864-277-5870.

OWNER REIMBURSEMENT

Upon installation of VMV000083, the following will occur:

- As directed in the letter to owner, complete the kit and return an owner work completion certificate to safetyform@vermeer.com.
- Upon receipt of completed owner work completion certificate, product safety department will mail to the owner a parts Certificate of \$50.00USD to be redeemed at Vermeer dealerships.

DEALER REIMBURSEMENT

Parts certificate reimbursement:

- Submit campaign claim under SMV2024-013 for the model and VIN that is indicated on the part certificate.
- Attached copy of the part certificate to the claim.

Assisting owners:

- If the owner doesn't have the kit, email productsafety@vermeer.com to order a kit.
- Once the kit is installed complete the Work Completion Certificate (WCC) that is located on page 7 of the bulletin and email it to safetyform@vermeer.com. Once product safety received the WCC they will add the machine to SMV2024-013.
- Submit a campaign claim under SMV2024-013. Labor reimbursement to install the kit is 0.5 labor.

Dealer inventory:

- If the machine is in dealer inventory, install the kit you received in the mail with the owner letter. If you didn't receive a kit email productsafety@vermeer.com to request one.
- Once the kit is installed complete the WCC that is located on the owner letter and email it to safetyform@vermeer.com. Once product safety received the WCC they will add the machine to SMV2024-013.
- Submit a campaign claim under SMV2024-013. Labor reimbursement to install the kit is 0.5 labor.

Note: Future notices to dealers and owners are dependent upon the receipt of the WCC.

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 **June 6, 2024**, via USPS certified/registered mail. The letter will include:

1. VXT rocket remote decal.
2. Kit instructions.
3. Owner Work Completion Certificate (WCC).

Owner registrations indicate no translations are required for this campaign. The owner letter will only be available in English.

The letter instructs the owner to install the included decal as instructed in the kit instructions and return the completed Owner WCC to Product safety in order to receive a \$50.00USD parts certificate redeemable for any part at their local Vermeer dealer.

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

VERMEER MV SOLUTIONS, INC.

Attachment:
VMV000083 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 checked="" type="checkbox"/> All units listed above <input type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB24) <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 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



VERMEER PARTS CERTIFICATE

\$50.00 USD

REDEEM THIS CERTIFICATE
FOR CREDIT TOWARDS
ANY PARTS PURCHASED
AT YOUR LOCAL
VERMEER DEALERSHIP PARTS COUNTER

VMV000083: Remote Control Decal Update Kit (optional rocket remote control only)

VERMEER MODEL: «MDL_CD»

VIN: «PRD_SRL»

Date Issued: <Date>, 2024

Date of Expiration: <Date>, 2026

VERMEER PRODUCT SAFETY DEPARTMENT

1210 Vermeer Road East

Pella IA 50219 USA

Toll Free: 800-829-0051, Ext. 7060

Telephone: 641-621.7060

Email: productsafety@vermeer.com



SAMPLE
OWNER
LETTER

June 6, 2024

Dear «MODEL» owner:



PRODUCT SAFETY ALERT

First Notice

Remote Control Decal Update Kit (optional rocket remote control only) (VMV000083)

Model: «Model»

Serial #: «SerialN»

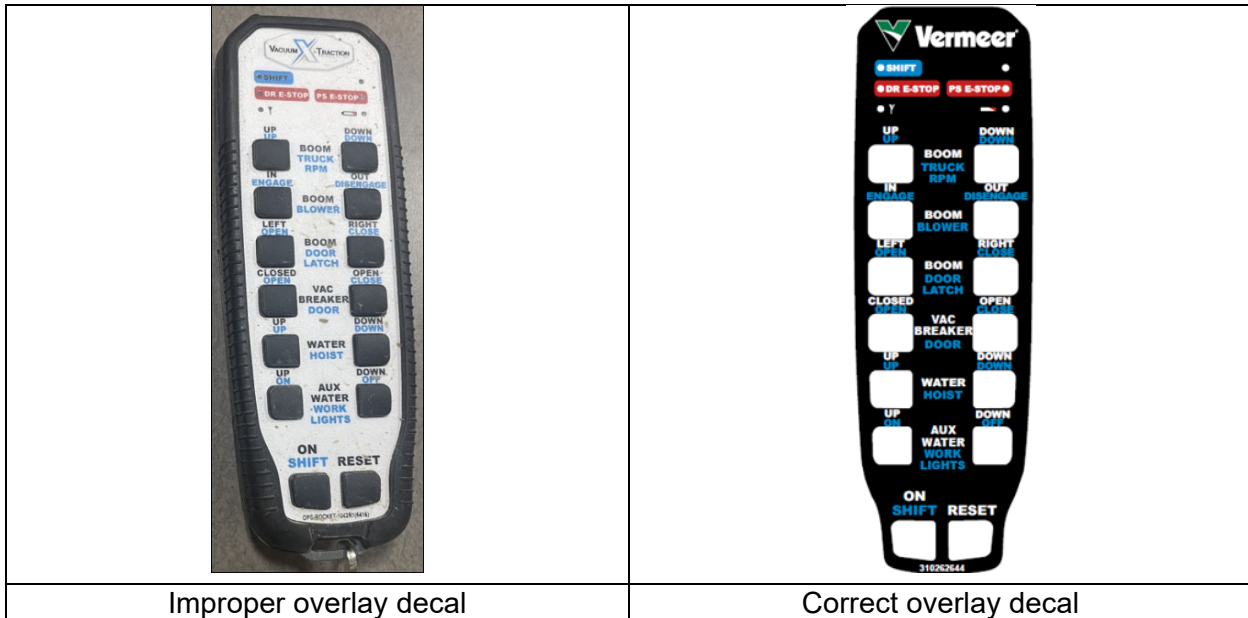
VERMEER MV SOLUTIONS, INC.
Administered by:
Product Safety Department
Vermeer Corporation
1210 Vermeer Rd East
Pella, Iowa 50219 USA
productsafety@vermeer.com

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

BUTTONS ON REMOTE CONTROL MAY REMAIN ACTUATED

After field update VMV000017 was completed, it was discovered that the rocket remote supplier continued to supply field replacement remotes with the improper decal overlay.

The buttons on the remote control may be held in the depressed position due to assembly and small button opening size. If a button or buttons remain in the depressed position, the associated function(s) will continue to be activated. If this failure occurs prior to installation of the kit, **turn off truck's engine with key to stop movement**. This update will remove the existing control decal and replace it with a new control decal with larger button openings.



DEATH OR SERIOUS INJURY POSSIBLE

One Parts Certificate redeemable per VIN included in VMV000083 for compensation for kit installation. No cash value Redeemable by unit owner only at authorized Vermeer dealership in the U.S. Certificate expires two years from date of issue. © 2024 Vermeer Corporation. All Rights Reserved.

When using the remote control to move the boom, debris tank or debris tank door, death or serious injury can result if a remote control button remains in the depressed position and the operator or a crew member is struck by or crushed by the moving boom, debris tank or debris tank door.

IMMEDIATE MACHINE MODIFICATIONS REQUIRED

VMV000083 has been created to provide the necessary parts and instructions **for the owner** to install an updated decal onto the remote. **Owners will be instructed to install the decal as soon as possible.**

To compensate you for your time in installing the kit, please complete and return the below work completion certificate either by email: safetyform@vermeer.com or fax: 641-621-8562.

<p>OWNER WORK COMPLETION CERTIFICATE VMV000083: Remote Control Decal Update Kit (optional rocket remote control only) First Notice</p>	
<p>Return work completion certificate either by email: safetyform@vermeer.com or fax: 641-621-8562</p>	
<p>Model: «Model»</p>	<p>Serial No: «SerialN»</p>
<p><input type="checkbox"/> As owner, or owner's representative, I have properly installed the parts according to the Kit's written instructions.</p>	
<p><input type="checkbox"/> As dealer, I have properly installed the parts according to the Kit's written instructions.</p>	
<p>In returning this Certificate with the understanding that I will receive a \$50.00USD Parts Certificate for reimbursement for labor from Vermeer Corporation.</p>	
<p>Date Work Completed:</p>	
<p>Work Completed By: <i>(Enter Installer's Name, Company's Name & Address)</i></p>	
<p>Installer's Signature:</p>	<p>X _____ Phone #: _____ <i>(Name of Installer's Company, Address, and Signature Required)</i></p>
<p>Unit Owner's Name: Unit Owner's Address:</p>	<p>_____ _____ _____ _____ <i>(Name of Owner's Company and Address)</i></p>

Please contact your authorized, independent Vermeer dealer if you have questions.

<p>Contact your local Vermeer dealer:</p>	<p>«Service_Dealer_Name» «Serv_Dealer_Add1» «Serv_Dealer_Add2» «Serv_Dealer_City» «Serv_Dealer_St» «Serv_Dealer_Zip» «SERV_DEALER_COUNTRY»</p>
<p>Telephone:</p>	<p>«Serv_Dealer_Phone»</p>

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 operator and crew.

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Regards,
Vermeer MV Solutions, Inc.

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