

Vermeer MV Solutions, Inc.

Trenchless  
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2024-011

DATE: 9 May 2024

CAMPAIGN  
TYPE:

Mandatory – Product Safety  
**DEALER INSTALLATION ONLY**

CAMPAIGN  
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
VX200	See attached listing on page 5 of this bulletin for specific VIN	None	VMV01
ECO200	See attached listing on page 6 of this bulletin for specific VIN		
VXT8			

Subject:



Boom Raise Cylinder  
Pins and Retaining  
Clips Update Kit  
(VMV000085)

Background:

**BOOM CAN FALL UNEXPECTEDLY**

During manufacturing, the incorrect boom raise cylinder pin and retainer clips may have been installed. The retaining clips can become displaced during operation and the boom may fall.

**DEATH OR SERIOUS INJURY POSSIBLE.**

Death or serious injury is possible if the boom falls and strikes or crushes an operator or crew member. Machine or property damage is also possible.

**Solution:**

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

VMV000085 has been created to provide the necessary parts and instructions to install replacement pins and new retaining clips. The kit must be installed 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 9, 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.

If the information contained in the report is **not** correct, please notify the product safety department on or before May 22, 2024, at:

Telephone: 641-621-7060

Fax: 641-621-8562

Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

2. **Dealership orders kits** by entering the order into EzParts. 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 **May 23, 2024**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV000085, 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: 1 hour.

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.

**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 May 23, 2024, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

- |          |        |
|----------|--------|
| • French | • Thai |
|----------|--------|

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 VMV000085 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 that these corrective measures may cause you. The required work is for the safety of the operator and crew.

## VERMEER MV SOLUTIONS, INC.

Attachment:  
VMV000085 Kit Instructions

<b>Completion schedule:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b> <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	<b>Reimbursement:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert</b> <input checked="" type="checkbox"/> <b>All units listed above</b> <input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor paid (Labor code: SB24)</b> <input type="checkbox"/> Only units within standard limited warranty period <input type="checkbox"/> No reimbursement
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<b>Internal reference:</b> <b>TREAD Act Code</b> <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
	<input type="checkbox"/>					

**AFFECTED MACHINES - VMV010085**

<b>MODEL</b>	<b>VIN</b>	<b>MODEL</b>	<b>VIN</b>
VX200	7HWS240ALG000102	VX200	000V16H0530172568
VX200	7HWS240A6LG000103	VX200	000V2000617172600
VX200	7HWS240A8LG000104	VX200	000V2000731172673
VX200	7HWW240D0JG005001	VX200	000V2000921172751
VX200	7HWW240DXJG005006	VX200	000V2000921172752
VX200	7HWW240D1KG005008	VX200	000V2000921172753
VX200	7HWW240D3KG005009	VX200	000V2000212183004
VX200	7HWW320DXLG005009	VX200	000V2000316183066
VX200	7HWW320D6LG005010	VX200	V2000316183066
VX200	1MVW240DTMG010001	VX200	000V20000409183093
VX200	1MVW240DCNG010006	VX200	000V2000523183124
VX200	1MVW240DANG010008	VX200	V2000523183124
VX200	1MVW240DLNG010009	VX200	000V2000625183152
VX200	1MVW240DVNG010010	VX200	000V2000725183170
VX200	1MVW240DANG010011	VX200	000V2000727183181
VX200	1MVW240DLNG010012	VX200	000V2000816183188
VX200	1MVW240DAPG010013	VX200	000V2001009183236
VX200	1MVW240DENG010014	VX200	000V2000606193357
VX200	1MVW240DHPG010015	VX200	000V2000710193371
VX200	1MVW240DEPG010016	VX200	V2000710193371
VX200	1MVW240DCPG010017	VX200	000V2000723193375
VX200	1MVW240DTPG010018	VX200	V2000814193380
VX200	1MVW240DCPG010020	VX200	000V2001002193393
VX200	1MVW240DTPG010021	VX200	000V2000120203448
VX200	1MVW240DPPG010022	VX200	V2000120203448
VX200	1MVW240DTRG010023	VX200	000V2000408203483
VX200	1MVW240DPRG010024	VX200	000V2001110203545
VX200	1MVW240DKRG010025	VX200	000V2001116203546
VX200	000V2000223161799	VX200	000V2001123203559
VX200	000V2000302161824	VX200	000V2001215203577
VX200	000V2000829162133	VX200	000V2000517213655
VX200	000V16H0919162178	VX200	000V2000621213661
VX200	000V2001011162215	VX200	000V2000628213662
VX200	000V2000227172419	VX200	000V2000714213665
VX200	000V2000311172432	VX200	000V2000727213667
VX200	000V2000501172532	VX200	000V2000809213670

**AFFECTED MACHINES - VMV010085**

<b>MODEL</b>	<b>VIN</b>	<b>MODEL</b>	<b>VIN</b>
ECO200	7HWS240A4KG000101	ECO200	7HWS240A5LG000111
ECO200	7HWS240A4LG000102	ECO200	7HWS240AKMG000113
ECO200	7HWS240A6LG000103	ECO200	7HWS240AJMG000114
ECO200	7HWS240A8LG000104	ECO200	7HWS240ACMG000115
ECO200	7HWS240AXLG000105	ECO200	7HWS240AVMG000116
ECO200	7HWS240A1LG000106	ECO200	1MVS240AHMG010001
ECO200	7HWS240A3LG000107	ECO200	1MVS240AEMG010002
ECO200	7HWS240A5LG000108	ECO200	000V2000814193380
ECO200	7HWS240A7LG000109		

**AFFECTED MACHINES - VMV010085**

<b>MODEL</b>	<b>VIN</b>	<b>MODEL</b>	<b>VIN</b>
VXT8	7HW8230T5KG000100	VXT8	7HW8230T2LG000122
VXT8	7HW8230T7KG000101	VXT8	7HW8230T4LG000123
VXT8	7HW8230T9KG000102	VXT8	7HW8230T6LG000124
VXT8	7HW8230T0KG000103	VXT8	7HW8230T8LG000125
VXT8	7HW8230T2KG000104	VXT8	7HW8230TXLG000126
VXT8	7HW8230T2LG000105	VXT8	7HW8230T1LG000127
VXT8	7HW8230T4LG000106	VXT8	7HW8230TVMG000128
VXT8	7HW8230T6LG000107	VXT8	7HW8230TTMG000129
VXT8	7HW8230T8LG000108	VXT8	7HW8230TCMG000131
VXT8	7HW8230TXLG000109	VXT8	7HW8230TPMG000133
VXT8	7HW8230T6LG000110	VXT8	1MV8230TCMG010001
VXT8	7HW8230T8LG000111	VXT8	1MV8230TVMG010002
VXT8	7HW8230TXLG000112	VXT8	1MV8230TAMG010003
VXT8	7HW8230T1LG000113	VXT8	1MV8230TLMG010004
VXT8	7HW8230T5LG000115	VXT8	1MV8230TCMG010007
VXT8	7HW8230T7LG000116	VXT8	1MV8230TTMG010008
VXT8	7HW8230T9LG000117	VXT8	1MV8230TPMG010009
VXT8	7HW8230T0LG000118	VXT8	1MV8230TCMG010010
VXT8	7HW8230T9LG000120		



SAMPLE  
OWNER  
LETTER



**PRODUCT  
SAFETY  
ALERT**

**First Notice**

**Boom Raise Cylinder Pins  
and Retaining Clips  
Update Kit  
(VMV000085)**

**Model:** «Model»

**Serial #:** «SerialN»

May 23, 2024

Dear «MODEL» owner:

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

**BOOM CAN FALL UNEXPECTEDLY**

During manufacturing, the incorrect boom raise cylinder pin and retainer clips may have been installed. The retaining clips can become displaced during operation and the boom may fall.

**DEATH OR SERIOUS INJURY POSSIBLE.**

**Death or serious injury** is possible if the boom falls and strikes or crushes an operator or crew member. Machine or property damage is also possible.

**IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

VMV000085 has been created to provide the necessary parts and instructions to install replacement pins and new retaining clips. 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 VMV000085 at no cost to you for labor or materials. The installation of this kit is estimated at 1 hour 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 operator and crew.

Regards,  
**Vermeer MV Solutions, Inc.**