

Vermeer MV Solutions, Inc.

Trenchless
Piedmont, South Carolina 29673 USA

FIELD CAMPAIGN SERVICE BULLETIN #: SMV2026-001

DATE: 2025 December 4

CAMPAIGN
TYPE:

Mandatory-Product Safety
DEALER INSTALLATION ONLY

CAMPAIGN
CATEGORY:

Kit and Bulletin

MACHINE/ ATTACHMENT MODEL(S):	SERIAL NUMBERS:		Kit Version
	Included	Excluded	
ECO200	See attached listing on page 6 of this bulletin for specific VIN.	None	VMV01
ECO50	See attached listing on page 6 of this bulletin for specific VIN.		
ECO75	See attached listing on page 7 of this bulletin for specific VIN.		
ECO80	See attached listing on page 7 of this bulletin for specific VIN.		
MEGA	See attached listing on page 8 of this bulletin for specific VIN.		
V1200	See attached listing on page 8 of this bulletin for specific VIN.		
V1200HD	See attached listing on page 9 of this bulletin for specific VIN.		
V500	See attached listing on page 9 of this bulletin for specific VIN.		
V500HD	See attached listing on page 9 of this bulletin for specific VIN.		
V500LE	See attached listing on page 9 of this bulletin for specific VIN.		

V500LEHD	See attached listing on page 10 of this bulletin for specific VIN.		
V800	See attached listing on page 11 – 12 of this bulletin for specific VIN.		
VSK100	See attached listing on page 12 of this bulletin for specific VIN.		
VSK100D	See attached listing on page 12 of this bulletin for specific VIN.		
VSK100XT	See attached listing on page 13 – 14 of this bulletin for specific VIN.		
VSK1200	See attached listing on page 15 of this bulletin for specific VIN.		
VSK1600	See attached listing on page 15 of this bulletin for specific VIN.		
VSK2000	See attached listing on page 15 of this bulletin for specific VIN.		
VSK2200	See attached listing on page 16 of this bulletin for specific VIN.		
VSK2600	See attached listing on page 16 of this bulletin for specific VIN.	None	VMV01
VSK30	See attached listing on page 16 of this bulletin for specific VIN.		
VSK3000	See attached listing on page 16 of this bulletin for specific VIN.		
VSK50	See attached listing on page 16 of this bulletin for specific VIN		
VSK500	See attached listing on page 17 of this bulletin for specific VIN.		
VSK70	See attached listing on page 18 – 19 of this bulletin for specific VIN.		
VSK80	See attached listing on page 19 of this bulletin for specific VIN		
VSK800	See attached listing on page 20 for specific VIN.		
VX100	See attached listing on page 20 of this bulletin for specific VIN.		

VX1200	See attached listing on page 20 of this bulletin for specific VIN.	None	VMV01
VX30	See attached listing on page 20 of this bulletin for specific VIN.		
VX50	See attached listing on page 21 – 28 of this bulletin for specific VIN.		
VX70	See attached listing on page 28 of this bulletin for specific VIN.		
VX75	See attached listing on page 29 of this bulletin for specific VIN.		
VX80	See attached listing on page 30 of this bulletin for specific VIN.		
VX800	See attached listing on page 30 of this bulletin for specific VIN.		

Subject:



Boom Cylinder Pins and Retaining Clips Replacement Kit (VMV000108)

Background:

BOOM CAN FALL UNEXPECTEDLY

During manufacturing the incorrect boom 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

VMV000108 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 December 4, 2025, 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 December 17, 2025, at:

Telephone: 641-621-7060
Fax: 641-621-8562
Email: 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 **December 18, 2025**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of VMV000108, 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: 0.5 hours.

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 18, 2025, via USPS certified/registered mail. Owner notice translations will be provided in the following languages:

- | | |
|----------|----------|
| • Arabic | • French |
|----------|----------|

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 VMV000108 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:
VMV000108 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 style="padding-left: 20px;"><input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor paid (Labor code: SB26)</p> <p><input type="checkbox"/> Only units within standard limited warranty period</p> <p><input type="checkbox"/> No reimbursement</p>
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<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
	<input type="checkbox"/>			<input type="checkbox"/>		

VX1200 AFFECTED MACHINES – VMV010108			
MODEL	VIN		VIN

VX30 AFFECTED MACHINES – VMV010108					
MODEL	VIN	TRAILER VIN	MODEL	VIN	TRAILER VIN

*The trailer VINs that are missing were not available in manufacturing records



PRODUCT SAFETY ALERT

First Notice

Boom Cylinder Pins and Retaining Clips Replacement Kit (VMV000108)

SAMPLE OWNER LETTER 1-TRAILER VIN INCLUDED

December 18, 2025

Dear «MODEL» owner:

Model: «Model»
Serial No: «VIN»
Trailer VIN: «VIN»

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

BOOM CAN FALL UNEXPECTEDLY

During manufacturing the incorrect boom 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

VMV000108 has been created to provide the necessary parts and instructions to install replacement pins and new retaining clips. **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 VMV000108 at no cost to you for labor or materials. 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,



**PRODUCT
SAFETY
ALERT**

First Notice

**Boom Cylinder Pins and
Retaining Clips Replacement Kit
(VMV000108)**

SAMPLE
OWNER
LETTER 2-
TRAILER VIN
NOT
INCLUDED

December 18, 2025

Dear «MODEL» owner:

Model: «Model»

Serial No: «VIN»

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

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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

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Email: productsafety@vermeer.com

If possible, please provide the name and address of the new owner.

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Regards,
Vermeer MV Solutions, Inc.