

ENVIRONMENTAL SOLUTIONS GROUP

1300 W. Bartlett Road
Elgin, IL 60120
p. (847) 741-5370
f. (847) 742 3035
www.elginsweeper.com

August 15, 2007

Customer Name ELGIN
Customer Address 1 VACTOR
Customer Address 2 GUZZLER

Vactor 2103 Sewer Cleaner Serial Number: JETSTREAM

Dear (Insert Customer Name): RAVO

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR RECALL

Vactor Manufacturing has decided that a defect which relates to motor vehicle safety exists in certain 2103 Sewer Cleaners manufactured from December 1992 through July 2007. There may be a defect in the debris body cylinder mount and sub-frame cross tube where the mount attaches that could result in a structural failure. Personnel near the sewer cleaner could be injured and property damage could occur. All Vactor 2103 Sewer Cleaners manufactured from December 1992 through July 2007 should be inspected by you for these defects. In remote circumstances, if the cylinder mount or cylinder mount welds fail at the same time and the debris body is in the dump position, the debris body could tip over backwards.

WHAT WE WILL DO

A safety recall has been issued for Vactor 2103 Sewer Cleaners. Vactor Manufacturing will repair this defect free of charge. We will install redesigned cylinder mount reinforcing plates and additional welds on your sewer cleaner.

WHAT YOU SHOULD DO

Please inspect the debris body cylinder mount, cylinder mount welds, and sub-frame cross tube that the cylinder mount is attached to for your sewer cleaner. The attached directions (XXX) outline the inspection locations. If you see any cracks or separations, do not use the sewer cleaner. If no cracks are evident, you may use the sewer cleaner, but you must inspect the cylinder mount, cylinder mount welds, and sub-frame cross tube daily.

Whether or not the debris body cylinder mount and welds show cracks, please contact your Vactor dealer as soon as possible, to arrange a service date so the dealer may order the necessary parts for the repair. Instructions for making this correction, have been sent to your dealer and the parts are available. It will take approximately 4 hours to complete this repair. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

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 you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Vactor Manufacturing Customer Service Department at 1-815-672-3171.

Your Vactor dealer is best equipped to obtain parts and provide service to ensure that your sewer cleaner is corrected as promptly as possible. If, however, you take your sweeper to your dealer on the agreed service date, and they do not remedy this condition within six (6) days of that date, we recommend you contact Vactor Customer Service by calling 1-815-672-3171 or after business hours at 1-877-DIAL EPG (1-877-342-5374).

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Sincerely,



Tracy Krebsbach
Service Manager

cc: Vactor Dealer: