

## ENVIRONMENTAL SOLUTIONS GROUP

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

August 15, 2007

Dealer Name  
Address  
City, State, Zip

ELGIN

VACTOR

GUZZLER

JETSTREAM

RAVO

### Re: URGENT SAFETY RECALL – VACTOR 2103 DEBRIS BODY DUMP CYLINDER MOUNT

RE: 2103 Sewer Cleaners manufactured by Vactor Manufacturing from December 1992 through July 2007. Vactor S/N 92-12-4744 through 07-04-10469.

Dear Vactor Dealer,

A Safety Recall – 2103 Debris Body Lower Hoist Cylinder Mount Service Bulletin #222 has been issued for 2103 Sewer Cleaners. 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 machine could be injured if this failure occurs. All Vactor 2103 Sewer Cleaners manufactured from December 1992 through July 2007 must be repaired per the repair instructions in Service Bulletin #222. Your customers have been informed of this recall. Customers should inspect the debris body cylinder mount, cylinder mount welds, and sub-frame cross tube where the cylinders mount attaches daily for these possible defects. You may be contacted by customers for assistance with this inspection. Please show the customer how to perform the inspection if you are asked for assistance.

It is imperative that the areas shown in the attached inspection procedure Service Bulletin (SB #XXX) be inspected daily before operation for cracks.

If cracks are discovered during the inspection, **THE CUSTOMER SHOULD NOT OPERATE OR USE THE SEWER CLEANER.** If a customer reports a problem to you, please instruct the customer not to use the sewer cleaner and schedule a date to repair the sewer cleaner per the attached Service Bulletin #222. Please call the Vactor Manufacturing Service Department at 815-672-3171 or 877-DIAL-EPG (877-324-5374), the 24 hour service number, for additional instructions. If no cracks are present during the initial inspection, the sewer cleaner may remain in service as long as a pre-operation daily inspection of the areas is performed. You should advise any customer that contacts you to inspect the debris body cylinder mount area daily per the attached Inspection Bulletin until you repair it.

Vactor Manufacturing has developed a solution for this for this problem with Field Repair Kit #503352. These parts will be available to order when the customer receives the notification. Any units that may be affected will be repaired at no charge to the customer. Customers will be asked to contact you to schedule the repair. We anticipate this repair to take approximately 4 hours. Please use the attached Recall Service Bulletin that will provide instructions for making the necessary repairs to the debris body cylinder mount and sub-frame cross tube for any affected 2103 sewer cleaners. .



Please contact the Vactor Service Department at 1-815-672-3171, if you have any questions regarding this notice.

Thank you for your support on this upcoming 2103 sewer cleaner recall.

Sincerely,

A handwritten signature in black ink, appearing to read "Tracy Krebsbach". The signature is written in a cursive style with a large initial 'T'.

Tracy Krebsbach  
Service Manager, Vactor Manufacturing

*Attachments:*

Service Bulletin #222 Recall – 2103 Debris Body Lower Hoist Cylinder Mount  
Customer Inspection Bulletin  
Copy of Customer Mailing

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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:

# VACTOR®

Manufacturing Inc.

Streator, Illinois 61364

Phone (815) 672-3171

Fax (815) 673-1348

DATE: 14 AUGUST 2007

Reference Service Bulletin No.: 222

Required Inspection Procedures

**SUBJECT: SAFETY RECALL - 2103 Debris  
Body Lower Hoist Cyl. Mount**

TO: All Owners

Intent

Some cracking has been found at the lower debris body hoist cylinder mount on 2103's. A reinforcement has been developed for field service. Contact your dealer for the repair.

Units to service

All 2103 models from  
92-12-4744 to serial number  
07-04V-10459

## NOTICE

Follow recommended safety practices while performing all service work. Refer to the **Vactor/Guzzler Safety Manual** for additional information.

This manual is available at  
[www.vactor.com](http://www.vactor.com)

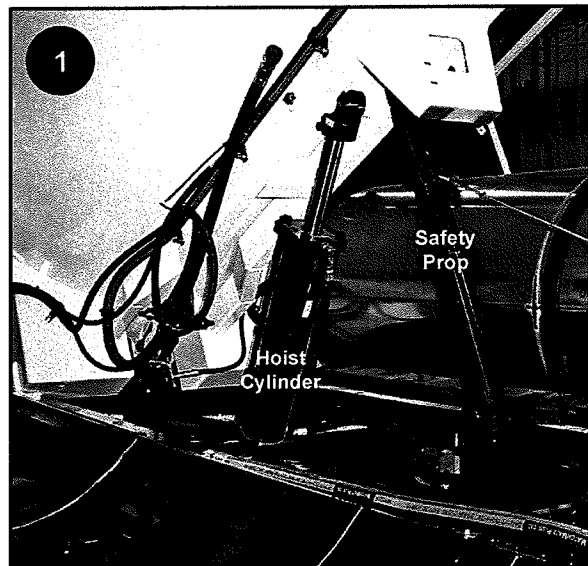


<p><b>WARNING</b></p>  <p>Crushing hazard. Serious injury or death can result from falling debris body. Do not go under a raised debris body without the safety prop(s) in place. Debris body must be empty for service work. Raise the box above the height of the props. Tilt the prop(s) in place. Lower debris body until it just rests on the props. Shut down and lock out the entire system and chassis before servicing. Refer to manual for details.</p>	<p><b>WARNING</b></p>  <p>Crushing hazard. Serious injury or death can result from falling rear door. Do not go under the rear door when open. Use door prop or safety pin to secure door before entering body, working under or around the door. Open the rear door to just clear the prop and lower door until it just rests on the prop. On units that use a safety pin open the door until the pin holes are aligned and insert pin. Shut down and lock out the entire system and chassis before servicing. Unload any parts stored in debris body before using machine.</p>	<p><b>WARNING</b></p>  <p>Electrocution hazard. Serious injury or death can result from electrocution. Check for overhead wires and obstructions before raising debris body, opening rear door or raising optional equipment. Do not leave debris body, rear door or optional equipment raised or partly raised while vehicle is unattended. Do not move vehicle with debris body, rear door or optional equipment raised. Be aware of the vehicle's surroundings before operating any of the hydraulic functions to prevent death, injury or equipment damage.</p>
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## Procedure

1

Fully empty and clean out debris body. Raise the debris body and secure with the safety prop.



2

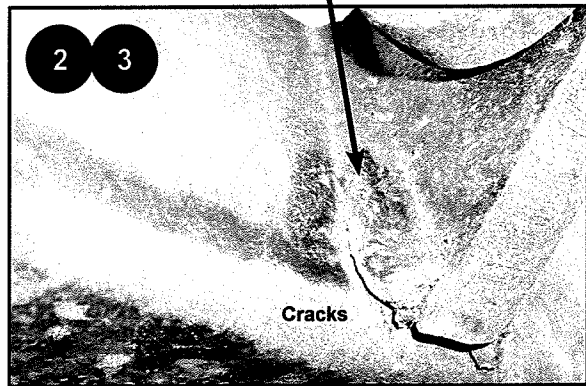
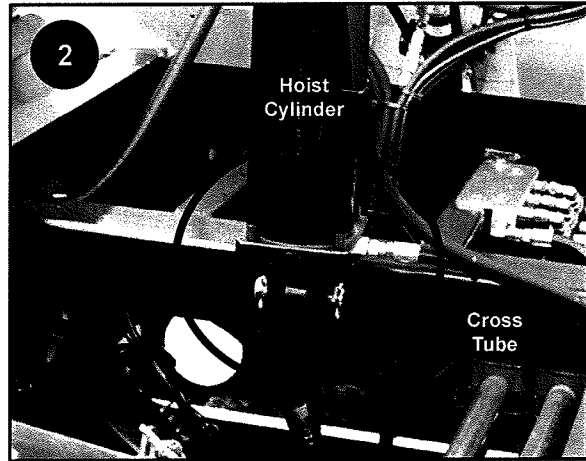
Initial inspection. Clean the area around the lower hoist cylinder mount. Examine the lower hoist cylinder mount, supporting tube and structure for cracks or deformation.

**If you see any cracks or deformation during the inspection DO NOT OPERATE OR USE THE MACHINE.**

**Call your Vactor Dealer Service Department immediately and reference Service Bulletin 222.**

3

If no cracks or deformation are present during the initial inspection, the unit may remain in service as long as a pre-operation daily inspection of the areas is performed. **Contact your dealer and schedule for the repair.**



# VACTOR®

Manufacturing Inc.  
Streator, Illinois 61364  
Phone (815) 672-3171  
Fax (815) 673-1348

## SERVICE BULLETIN

DATE: 14 AUGUST 2007

NO. 222

SUBJECT: SAFETY RECALL - 2103 Debris  
Body Lower Hoist Cyl. Mount

**TO: All Dealer Principals, Service Managers,  
Parts Managers and Regional Managers**

### Intent

Some cracking has been found at the lower debris body hoist cylinder mount on 2103's. A reinforcement has been developed for field service. See attached drawing 503352.

### Units to service

All 2103 models from 92-12-4744 to serial number 07-04V-10459

### Warranty

See warranty page.

### Special tools

- Overhead hoist suitable to hold up debris body.
- Weld spatter protection as needed.
- Welder capable of meeting weld requirements.
- Grinder/sander to prepare weld areas.
- Hand tools as needed to disconnect the hoist cylinder.

### Parts required

Part No.	Qty	Description
503352	1	INSTALL,CYLINDER SUPPORT KIT
<b>Includes</b>		
503445	1	SERVICE BULLETIN
503291	1	PLATE
503331	1	PLATE, BOTTOM

### Procedure

See following pages and reference drawing.

## NOTICE

Follow recommended safety practices while performing all service work. Refer to the Vactor/Guzzler Safety Manual for additional information.

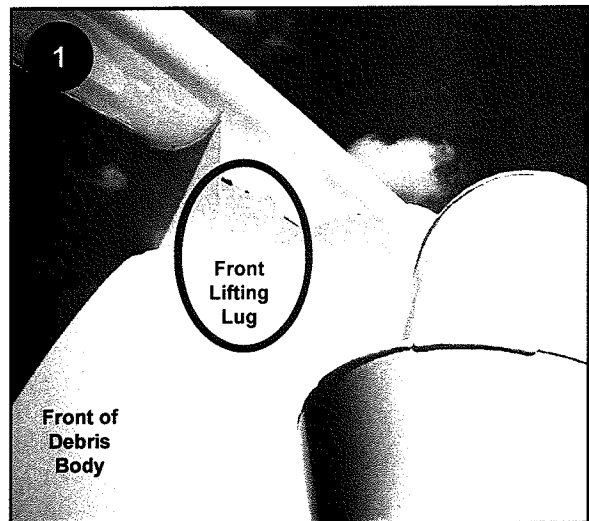
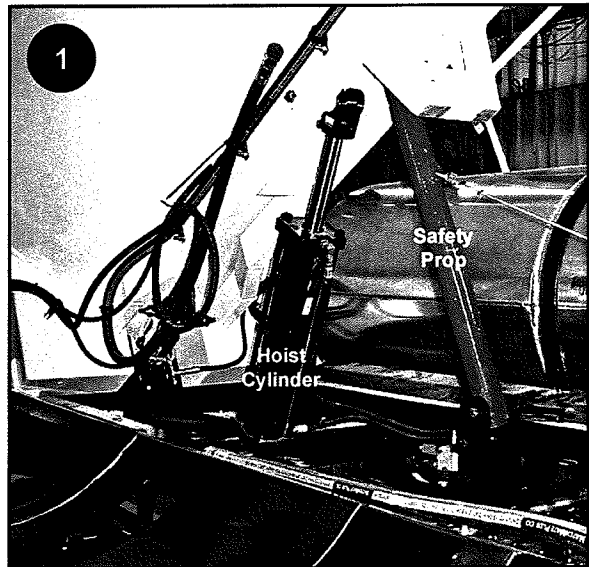
This manual is available at  
[www.vactor.com](http://www.vactor.com)



1

Fully empty and clean out debris body. Raise the debris body and secure with the safety prop. In addition secure the debris body with the overhead hoist to the front lifting lug.

<p><b>WARNING</b></p>  <p>Crushing hazard. Serious injury or death can result from falling debris body. Do not go under a raised debris body without the safety prop(s) in place. Debris body must be empty for service work. Raise the box above the height of the props. Tilt the prop(s) in place. Lower debris body until it just rests on the props. Shut down and lock out the entire system and chassis before servicing.</p> <p>Refer to manual for details. </p>	<p><b>WARNING</b></p>  <p>Crushing hazard. Serious injury or death can result from falling rear door. Do not go under the rear door when open. Use door prop or safety pin to secure door before entering body, working under or around the door. Open the rear door to just clear the prop and lower door until it just rests on the prop. On units that use a safety pin open the door until the pin holes are aligned and insert pin. Shut down and lock out the entire system and chassis before servicing. Unload any parts stored in debris body before using machine.</p>	<p><b>WARNING</b></p>  <p>Electrocution hazard. Serious injury or death can result from electrocution. Check for overhead wires and obstructions before raising debris body, opening rear door or raising optional equipment. Do not leave debris body, rear door or optional equipment raised or partly raised while vehicle is unattended. Do not move vehicle with debris body, rear door or optional equipment raised. Be aware of the vehicle's surroundings before operating any of the hydraulic functions to prevent death, injury or equipment damage.</p> <p>1550128 rev. D</p>
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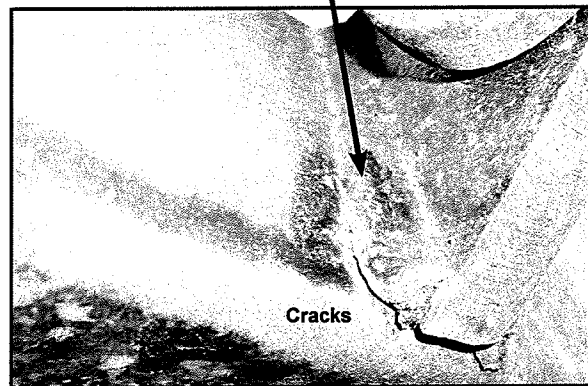
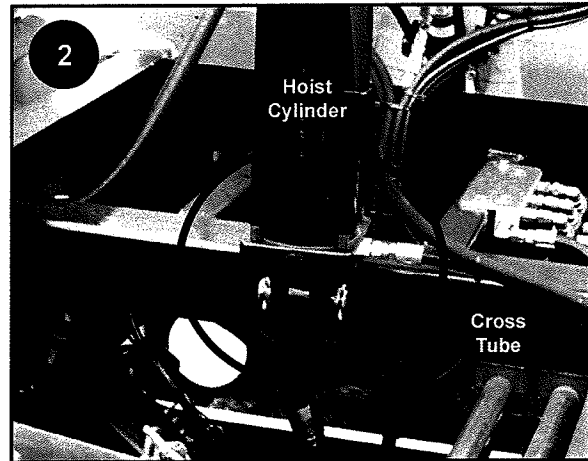


2

Initial inspection. Clean the area around the lower hoist cylinder mount. Examine the lower hoist cylinder mount, supporting tube and structure for cracks or deformation.

3

Remove the lower hoist cylinder clevis pin. Swing the hoist cylinder clear of the work area and secure.



4

To avoid damage to the unit prepare the area for welding by covering or moving all electrical and hydraulic lines. Cover all nearby painted surfaces.

5

Prepare the area to be welded around the two plates by fully grinding/sanding all the paint where the welding will be.

6

Follow the chassis manufacture's guidelines for welding on the chassis.

7

All cracks and damaged structure must be repaired before the reinforcement can be completed.

### CAUTION

Electrical system can be damaged.

Do not weld on unit. Disconnect all chassis and unit ECU's and batteries before welding on unit. Electrical systems may be damaged by welding.

Read Service manuals for details.



### WARNING

#### Parts Not Fully Welded

Failure to properly install by welding appropriate pieces can cause failure, resulting in injury or damage to equipment.

Fit up and finish welding all parts before placing in service.

Consult the Vactor (EPG) Technical Service Hotline. In the USA or Canada Call:

877-DIAL EPG or 877-342-5374.

Outside the USA or Canada call 847-741-4330.

49090

#### Weld Specifications

After installation all welds on the parts must be verified to be completed per the specifications.

#### Weld Size Minimum Requirements

Undercut should not exceed more than 25% of parent material thickness with 1/16" maximum depth.

Weld length is excluding crater minus zero and plus 25% on welds over 1", and minus zero plus 1/8" on welds under 1".

Weld can be oversized provided that they do not cause interference in assembly or distortion of the part.

Weld filler material must be suitable for the parts. Use AWS classification ER70S-6 with welding Gas 80 to 85% Argon 15 to 20 CO2 or equivalent.

#### Porosity shall not exceed

.75" total in any 12" of weld

.69" total in any 11" of weld

.63" total in any 10" of weld

.56" total in any 9" of weld

.5" total in any 8" of weld

.44" total in any 7" of weld

.38" total in any 6" of weld

.31" total in any 5" of weld

.25" total in any 4" of weld

.19" total in any 3" of weld

.13" total in any 2" of weld

.06" total in any 1" of weld

8

Grind out and reweld all cracked areas. If the cross tube needs replacement call the Vactor Service Department at:

Toll-Free Telephone (800) 627-3171

8:00 AM - 5:00 PM Monday-Friday (CT)

Technical Support • 24 hours/Day, 7 Days/  
Week: (877) 342-5374

(Reference drawing is 69241D and parts are 67181 and 74821A).

9

From the kit 503352 locate 503291 around the lower hoist cylinder mount. It may be necessary to grind some of the existing weld on the hoist cylinder mount so that 503291 fits up flush to the cross tube surface. Repeat for 503331. Refer to the drawing 503352 for additional details.

10

Weld up both plates as described on the drawing 503352 to the required specifications.

11

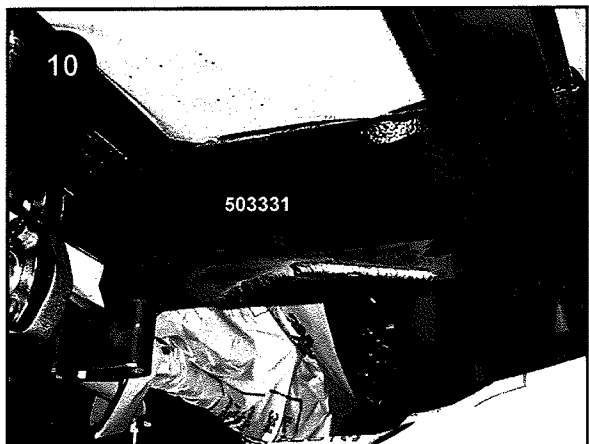
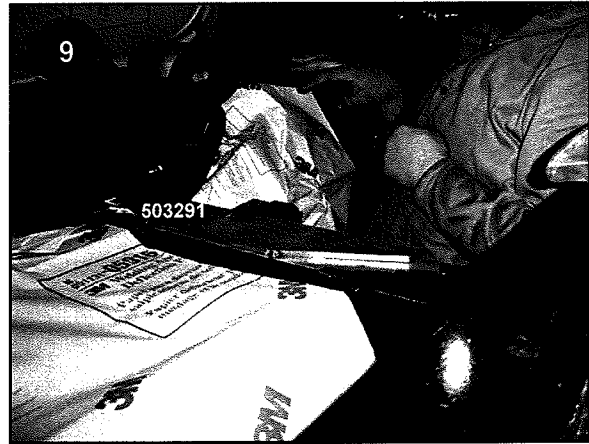
Clean up all weld spatter, removing all sharp edges, clean and repaint.

12

Reattach the hoist cylinder to the lower cylinder mount. Verify that the cylinder clevis is free to move and not binding on any of the new weld. Correct as needed.

13

The debris body can now be detached from the overhead hoist. Raise the debris body with hoist cylinder and lower the safety prop. Completely raise and lower the debris to verify correct operation.



**VACTOR MINI-VAC 2103 DEBRIS BODY CYLINDER MOUNT RECALL  
WARRANTY CLAIM SUBMISSION PROCEDURE**

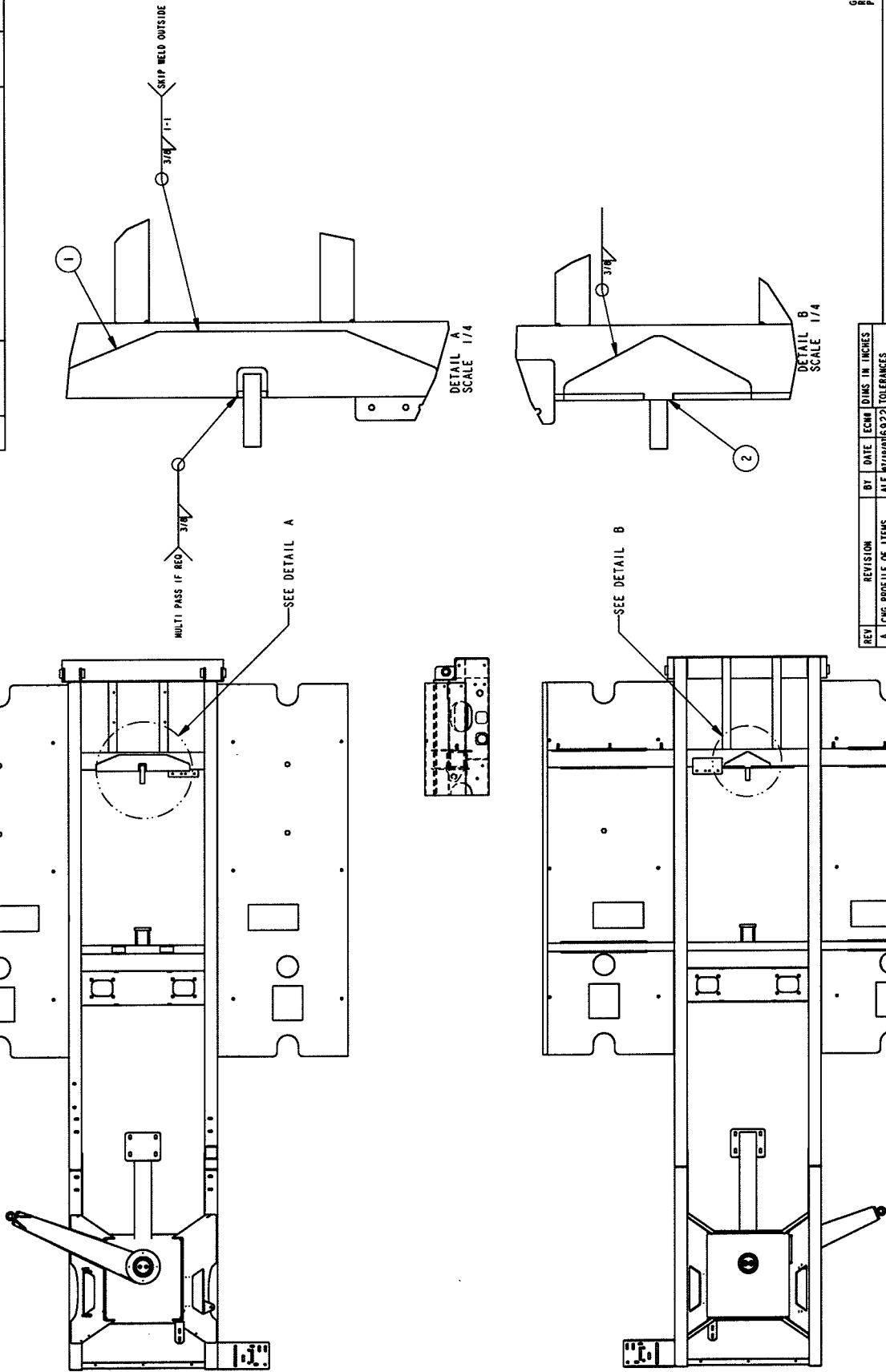
**PARTS REQUIRED:**

KIT P/N 503352 - Dealer must order this Kit from Vactor Parts

**WARRANTY CLAIM PROCEDURES**

- **Parts Expense** - Dealer should claim invoice charges at Dealer Net price.
- **Freight Expense** - Freight expenses for KIT should be listed in the "Labor" section of your claim request. Any express or special freight charges must be pre-approved by YOUR Regional Service Manager (RSM).
- **Labor** - Dealer labor up to 4 hours will be paid at the dealer's established warranty labor rate. This includes paint touch-up using a good aerosol spray paint. Any requests for additional labor or other costs must be pre-authorized by your RSM. The CASE # given for such authorization must be referenced in the warranty claim.
- **Warranty Claim Submittal** - The Warranty Claim for repairs per this Service Bulletin must be received within 30 days of the repair date. Reference "Recall Campaign 06V-415" in the Symptom field in the VITO claim request.
- **Causal Part** - Enter this Service Bulletin number SB222 as the Causal Part for Warranty Claim submission.

ITEM	PART NO	DESCRIPTION	QTY	REF
1	503291	PLATE, CYLINDER REINFORCEMENT	1	
2	503331	PLATE, BOTTOM CYLINDER REINFORCEMENT	1	
3	69241D	SUBFRAME WELDMENT - 2103	1	REF



REV	REVISION	BY	DATE	EGM	DIMS IN INCHES	TOLERANCES UNLESS NOTED
A	CHG PROFILE OF ITEMS	ALF	6/27/07	6922		
					DECIMAL ±.010	
					FRACTION ±1/32	
					ANGULAR ±.5°	
					Ø ±.015	
					Ø ±.010	

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GR: [ ]  
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**VACTOR MANUFACTURING INC. STRAYTOR, IL**  
 CYLINDER SUPPORT INSTALL, 2103 SUBFRAME

LISTED

DATE SCALE SIZE  
 6/27/07 1/16 C

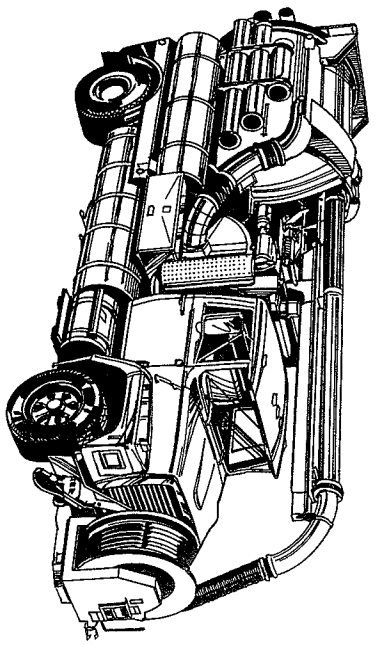
DRAWN SHEET 1 OF 1  
 PART NO 503332  
 REV A



# VACTOR<sup>®</sup> Manufacturing, Inc.

Subsidiary of  
Federal Signal  
1621 South Illinois Street  
Streator, IL 61364  
Corporation

## SAFETY RECALL NOTICE



First Class Mail  
First Class Mail

