

ENVIRONMENTAL SOLUTIONS GROUP

1621 South Illinois Street
Streator, IL 61364
p. (815) 672-3171
f. (815) 673-1621
www.vactor.com

October 12, 2009

Dealer Name
Address
City, State, Zip

ELGIN

VACTOR

GUZZLER

JETSTREAM

Re: **SAFETY RECALL – VACTOR HOSE ASSEMBLY, HOSE FITTING, AND HOSE MENDER RECALL**

Vactor 2100 Sewer Cleaners and Jetters manufactured by Vactor between April 2009 and September 2009. Aeroquip hose assemblies, hose fittings, and hose menders sold between April 2009 and September 2009.

Dear Vactor Dealer,

Service Bulletin #238 Safety Recall – Aeroquip Once Inch Rodder Hose Fittings has been issued for Vactor 2100 Sewer Cleaners and Jetters manufactured between April 2009 and September 2009. These 2100 Sewer Cleaners and Jetters were supplied with rodder hose assemblies that potentially contain defective hose fittings on the hose assemblies. Some of these units also shipped with extra fittings or menders as spare parts. These suspect defective fittings were not manufactured to specification by our supplier and could crack upon installation or during operation. In remote circumstances, a fitting or hose mender can separate from the rodder hose. If this condition occurs, persons operating or persons near the Sewer Cleaner or Jetter could be injured. All Vactor 2100 Sewer Cleaners and Jetter trucks manufactured from April 2009 to September 2009 must have the fittings on the hose assemblies replaced. Your customers that have purchased 2100 Sewer Cleaners or Jetters have been informed of this recall by certified mail.

Any hose assemblies, hose fittings, or hose menders purchased from FS Depot after April 1 that you have in your part inventory or have sold to customers must also be replaced. There is no way to identify suspect defective parts from good parts in your inventory. You should return your entire inventory to Aeroquip per the instructions on the attached Service Bulletin. You will be reimbursed for this inventory through the ESG Warranty system. Replacement parts should be ordered through FS Depot.

Please contact any customer that you may have sold these parts to and send them a copy the form included with the attached service bulletin. The form instructs customers to send back any inventory of these parts or parts installed on their equipment direct to Aeroquip. Customers should routinely inspect their rodder hose fittings and menders for any cracks or excess wear. You may be contacted by customers for assistance with this inspection. Please show the customer how to inspect their hose fittings if you are asked for assistance.

Vactor will provide new fittings to replace the defective parts on the hose assemblies shipped with 2100 Sewer Cleaners and Jetters at no charge. Vactor will also provide replacement parts replace any of your parts inventory, or parts sold to customers at no charge. These parts will be available to order when the customer receives the notifications. Please only order enough parts for the customers you are responsible for. Customers may contact you to schedule the repair. We anticipate the replacement of a fitting on a hose assembly to take approximately 3 hours. Please use the attached Recall Service Bulletin that will provide instructions for replacing hose fittings and hose menders.

Please contact the Vactor Service Department at 1-800-DIAL-ESG (1-877-342-5374), if you have any questions regarding this notice.

Thank you for your support on this upcoming Vactor sweeper recall.

Sincerely,

Tracy Krebsbach
Service Manager, Vactor Manufacturing

Attachments:

Service Bulletin #238 Safety Recall – Aeroquip Hose Fittings

Copy of Customer Mailing

Customer Serial Number List