

ENVIRONMENTAL SOLUTIONS GROUP

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www.vactor.com

October 14, 20089

Customer name
Customer Address 1
Customer Address 2
Vactor 2100 Sewer Cleaner or Jetter Serial Numbers:

ELGIN

VACTOR

GUZZLER

JETSTREAM

Dear Vactor Customer:

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 2100 Sewer Cleaners and Jetter units produced between April 1, 2009 and September 25, 2009. These were supplied with defective hose fittings on the rodder hose. Under heavy operating conditions these fittings could fail. If the fittings do fail, persons who operate the product or persons nearby could be injured and or property damage could occur. Your Vactor Sewer Cleaner or Jetter will need the rodder hose repaired to prevent this condition. If you Sewer Cleaner or Jetter was also ordered with any additional fittings as spare parts, those parts are suspect to the defect and will need to be returned and replaced.

WHAT WE WILL DO

A safety recall has been issued for Vactor 2100 Sewer Cleaners and Jetter units. Vactor will repair this defect free of charge. We will install new hose fittings on your rodder hose, and replace any spare part fittings or hose menders that were shipped with your 2100 Sewer Cleaner or Jetter or that you may have purchased since April 1, 2009.

WHAT YOU SHOULD DO

Routinely inspect the Sewer Cleaner or Jetter rodder hose fittings before and after operation for any fatigue wear or cracks in the metal. If there are any apparent cracks in the fitting, do not operate the product. Also, if you have purchased any new rodder hose assemblies, hose fittings, or hose menders since April 1, 2009, please contact your Vactor dealer to obtain replacement parts. Your Vactor dealer will instruct you on what to do with the suspect defective parts.

Please contact your Vactor Manufacturing 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. You may replace the fittings on the rodder hose yourself, or your Vactor dealer can replace them for you. A complete hose that requires fitting replacement could take up to hours to complete the repair. Due to scheduling or other conditions, the repair could take longer than 3 hours to complete the 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 Service Department at 1-877-DIAL-ESG (1-877-342-5374).

Your Vactor dealer is best equipped to obtain parts and provide service to ensure that your 2100 Sewer Cleaner or Jetter is corrected as promptly as possible. If, however, you take your Vactor 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 1-877-DIAL-ESG (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
Vactor Manufacturing

cc: Vactor Dealer