

ENVIRONMENTAL SOLUTIONS GROUP

1621 South Illinois Street

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www.vactor.com

April 21, 2010

Dealer Name
Address
City, State, Zip

ELGIN

VACTOR

GUZZLER

JETSTREAM

Re: **SAFETY RECALL – VACTOR 2103 DEBRIS BODY DUMP CYLINDER RETAINING PIN**

RE: 2103 Sewer Cleaners manufactured by Vactor Manufacturing from December 1992 through March 2010. Vactor S/N 92-12-4744 through 10-03V-12062.

Dear Vactor Dealer,

A Safety Recall – 2103 Debris Body Cylinder Retaining Pin Service Bulletin #245 has been issued for all 2103 Sewer Cleaners. Some 2103 Sewer Cleaners had the debris body cylinder retained by a hair pin. In some cases, the hair pin can come out and cause the debris body dump cylinder pin could come out. If the cylinder pin comes out while the debris body is raised, the body could tilt over. Personnel near the machine could be injured if this failure occurs. All Vactor 2103 Sewer Cleaners manufactured from December 1992 through March 2010 must be repaired per the repair instructions in Service Bulletin #245.

Your customers have been informed of this recall. Customers should inspect the debris body cylinder pin for a hair pin retaining pin. If one is found to have been installed or it is missing, it must be replaced with a cotter pin per the instructions in Service Bulletin #245. Customers will be sent a copy of the Service Bulletin, new cotter pins, and a pre paid post card to return to Vactor to indicate the repair is complete. You may be contacted by customers for assistance with this repair. Please show the customer how to perform the inspection and repair if you are asked for assistance.

Please call the Vactor Manufacturing Service Department at 877-DIAL-ESG (877-324-5374), the 24 hour service number, for any additional instructions.

These parts will be available and will be sent to your customers with their notification. We anticipate this repair to take 15 minutes for your customers to repair. If your customers would prefer to have your dealership perform the repair, please schedule a time to complete the repair with your customers as soon as possible at your location. Please use the attached Recall Service Bulletin that will provide instructions for making the necessary repairs for any affected 2103 sewer cleaners.

After the customer performs the repair, they should fill out the included pre paid post card indicating that they have done so. The post card should then be returned in the mail to Vactor. A blank copy of the post card has been included for your reference. If you perform the repair, please file a warranty claim as per the instructions on the Service Bulletin.

Please contact the Vactor Service Department at 1877-DIAL-ESG (877-324-53740, 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 fluid and cursive, with the first name "Tracy" being more prominent.

Tracy Krebsbach
Service Manager, Vactor Manufacturing

Attachments:

Service Bulletin #245 Safety Recall – 2103 Debris Body Cylinder Retaining Pin
Copy of Customer Mailing
Copy of Customer Post Card