

ENVIRONMENTAL SOLUTIONS GROUP

1621 South Illinois Street

Streator, IL 61364

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www.vactor.com

April 23, 2010

Customer Name
Customer Address 1
Customer Address 2

ELGIN

VACTOR

GUZZLER

JETSTREAM

Vactor 2103 Sewer Cleaner Serial Number:

Dear (Insert Customer Name):

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 determined that a defect which relates to motor vehicle safety exists in certain 2103 Sewer Cleaners manufactured from December 1992 through March 2010. There may be a defect in the debris body cylinder retaining pin that causes it to come out after being in use. Some 2103 Sewer Cleaners used a hair pin type retaining pin on the debris body cylinder pin. The hair pin could fall out after many dumping cycles of the debris body, causing the cylinder retaining pin to come out. In remote cases, if the retaining pin comes out when the debris body is in the raised position, the debris body could tip over backwards. Personnel near the sewer cleaner could be injured and property damage could occur. All Vactor 2103 Sewer Cleaners manufactured from December 1992 through March 2010 need to have the cylinder retaining pin inspected and the hair pin replaced.

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 provide new cotter pin style retaining pins to install at the debris body cylinder mount.

WHAT YOU SHOULD DO

Please inspect the debris body cylinder retaining pin as per the Service Bulletin included in this notification. If your sewer cleaner has two cotter pins installed, no further action is necessary. If there is a hair pin installed on one or both sides of the retaining pin, remove the hair pin(s) and replace it (them) with the cotter pin(s). Two cotter pins are included in this notification. The attached Service Bulletin outlines how to perform this repair. No special tools are needed to perform this repair, and it should take less than 15 minutes.

If you do not wish to perform this repair yourself, you may contact your local Vactor dealer to have them perform the repair at their facility.

Once you have completed the repair, please annotate so on the enclosed post card sent with this notification. Please mail the post card back to Vactor Manufacturing at the address on the reverse side of the card. The post cards have already been pre-paid for your convenience.

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 1-877-DIAL ESG (1-877-342-5374).

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 sewer cleaner 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 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

cc: Vactor Dealer

Enclosed:

Copy of Service Bulletin 245 Repair Instruction

Two new replacement Cotter Pins

Pre paid recall repair post card