

## ENVIRONMENTAL SOLUTIONS GROUP

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Elgin, IL, 60120  
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www.elginsweeper.com

8/16/2010

Customer name  
Customer Address 1  
Customer Address 2  
Elgin Broom Bear Serial Numbers:

ELGIN  
VACTOR  
GUZZLER  
JETSTREAM

Dear Elgin Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### REASON FOR RECALL

Elgin Sweeper has decided that a defect which relates to motor vehicle safety exists in certain Broom Bear street sweepers manufactured between May 2007 and March 2010. Some Elgin Broom Bear sweepers that were mounted on International 4300 chassis may have had the rear suspension control arms and tower installed incorrectly. If the control arms or tower were not installed correctly, arms and tower welds could fail during use. In some remote cases, this could result in loss control of the sweeper. To ensure your Broom Bear sweeper has continued high levels of sweeping performance, the control arm and tower welds must be inspected and repaired if necessary.

### WHAT WE WILL DO

A safety recall has been issued for all Elgin Broom Bear street sweepers mounted on International 4300 chassis manufactured between May 2007 and March 2010. Elgin will inspect the suspension control arm and tower welds and repair them if necessary at no charge to you. Our records indicate that you own one of the affected sweepers.

### WHAT YOU SHOULD DO

Please contact your Elgin Sweeper dealer as soon as possible to arrange an appointment. Instructions for making this correction have been sent to your dealer. It will take approximately 1 hour to inspect the control arms and tower, and 13 hours to complete the repair if they are required.

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 Elgin Sweeper Customer Service Department at 1-877-DIAL-ESG (1-877-342-5374).

Your Elgin Sweeper dealer is best equipped to provide service to ensure that your Broom Bear sweeper 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

Elgin 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,

Mario Martinez  
Service Manager  
Elgin Sweeper

cc: Elgin Dealer