

TO: All Dealer Principals, Service Managers, Parts Managers and Regional Managers

Subject: 2103 Debris Body Cylinder Retaining Pin

NUMBER: SB 245 DATE: 04/12/2010

NOTICE



Follow recommended safety practices while performing all work. Refer to the Vactor/Guzzler Safety Manual for additional information.

This manual is available at: www.vactor.com

PURPOSE:

The lower clevis pin retaining pins of some 2103 debris body hoist cylinders have the potential to come out. This can cause the clevis pin to work out and create a risk of the debris body tipping backwards over center. The lower cylinder pin must be retained with two cotter pins.

UNITS TO SERVICE:

All 2103 models from 92-12-4744 to serial number 10-03V-12063.

WARRANTY COVERAGE:

Refer to the last page of this bulletin for warranty instructions.

PARTS AVAILABILITY: In stock

SPECIAL TOOLS:

Overhead hoist (if needed)

PARTS REQUIRED:

Part No.	Qty.	Description
16347C-30	2	Pin, Cotter

PROCEDURE:

1. Completely empty and clean out the debris body.
2. Park the unit on flat, level ground.

1

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⚠ WARNING

Crushing hazard.
Serious injury or death can result from falling debris body.
Never go under a raised debris body without the safety prop(s) in place. Debris body must be clean and empty for service work.
On firm level ground raise the body above the height of the props. Tilt the prop(s) in place. Lower debris body until it just rests on the prop(s). Use all props.
Shut down and lock out the entire system and chassis before servicing. Unload any items stored in debris body before using machine.
Refer to manual for details.

⚠ WARNING

Crushing hazard.
Serious injury or death can result from falling rear door. **Never go under the rear door when open.**
Use door prop(s) or safety pin(s) to secure door before entering body, working under or around the door.
Open the rear door to just clear the prop(s) and lower door until it just rests on the prop(s). On units that use a safety pin(s) open the door until the pin holes are aligned and insert pin. Use all props or pins.
Shut down and lock out the entire system and chassis before servicing. Unload any items stored in debris body before using machine.

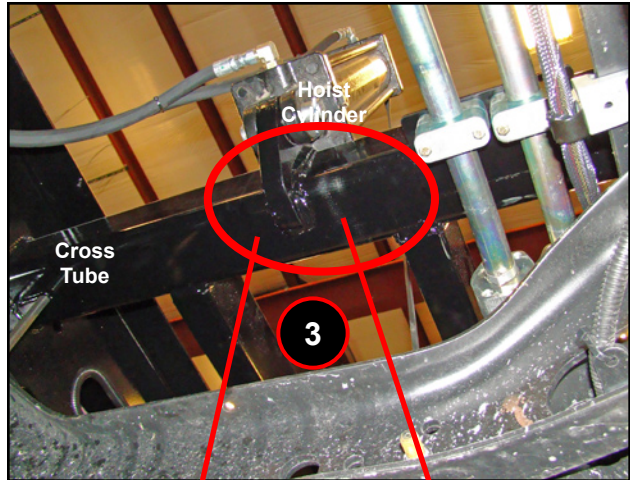
⚠ WARNING

Electrocution hazard.
Serious injury or death can result from electrocution.
Check for overhead wires and obstructions before raising debris body, opening rear door or raising optional equipment. **Never leave debris body, rear door or optional equipment raised or partly raised while vehicle is unattended. Never move vehicle with debris body, rear door or optional equipment raised.**
Be aware of the vehicle's surroundings before operating any of the hydraulic functions to prevent death, injury or equipment damage.

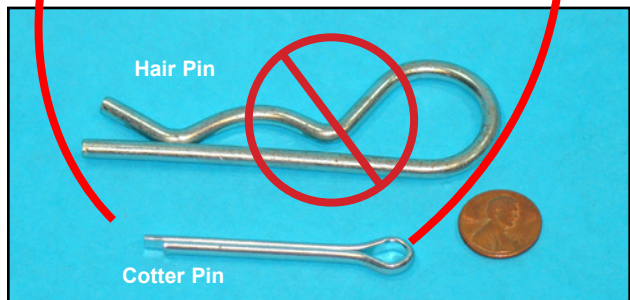
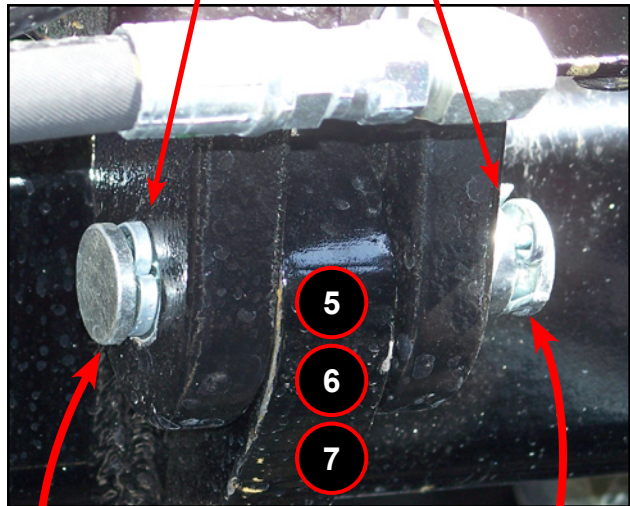
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PROCEDURE CONTINUED:

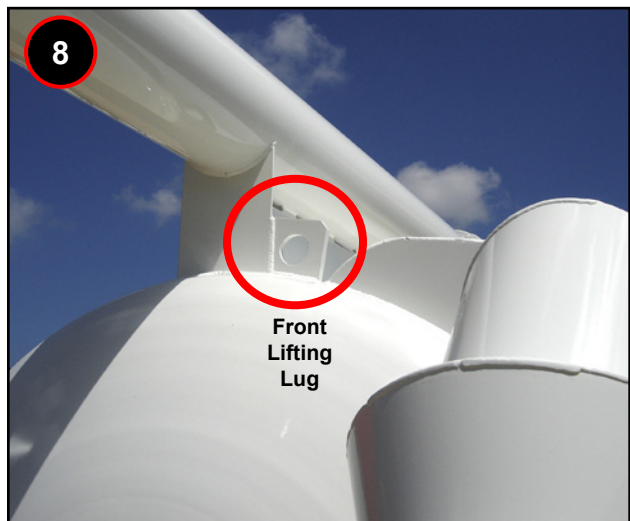
3. Look up from beneath the machine and verify that the lower hoist cylinder pin is retained with two cotter pins, as shown.
4. If this is the case, no further action is required. Complete the service card that came with your notice.



5. If two properly installed cotter pins are not found, verify that the lower hoist cylinder pin is fully through the cylinder clevis mounting holes, as shown.
6. If the lower hoist cylinder pin is not fully through the mounting holes, tap the cylinder hoist pin back into position and secure with one 16347C-30 cotter pin on each end.
7. Verify that the cylinder pin is fully installed and secured with cotter pins as shown.



8. If there is not access to the lower cylinder pin from underneath, arrangements need to be made to safely secure the debris body in the raised position for service. In addition to the debris body prop, use the front lifting lug to secure the debris body from overhead. If you prefer that your Vactor dealer perform this repair, please make arrangements to take the unit to the dealer facility.



PROCEDURE CONTINUED:

Warranty Coverage and Claim Submittal

The ESG dealer should submit a claim for warranty.

Use the following information when submitting a warranty claim:

CAUSAL PART: **16347C-30**

To create the FAULT CODE, click **HYDRAULIC**, click **CYLINDER**, click **DEBRIS BODY LIFT CYLINDER**, and then click **PIVOT COTTER PIN**.

In the FAULT FOUND dropdown list, select **FELL OFF/MISSING**.

In the CAUSED BY dropdown list, select **VIBRATION**.

To enter the Service procedures, perform the following:

For INSTALLED PART # select **HYDRAULICS**, select **CYLINDERS**, select **DEBRIS BODY LIFT CYLINDER**, and then select **PIVOT COTTER PIN**, then **INSTALL**.

Standard Repair Time (SRT) of **0** hrs and **30** min is allowed. NO travel will be paid.
