

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On April 1st, 2013, Vactor Mfg [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 **Defect and Noncompliance Responsibility and Reports**.

Date this report was prepared: April 1st 2013

Furnish the manufacturer's identification code for this recall (if applicable): SB-263

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Vactor Manufacturing 1621 S. Illinois St. Streator IL 61364

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Jim Holliday Technical Information & Warranty Mgr

Telephone Number: 847.468.2365 Fax No.: 847.742.3144

Name and Title of Person who prepared this report.

Jim Holliday

Technical Information & Warranty Mgr

Signed:

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Vactor **Model Years Involved:** 2012,2013 **Model(s):** HXX

Production Dates: Beginning: 7-2012 **Ending:** 2-2013

VIN Range: Beginning: 12-07V-13235 **Ending:** 13-02V-13711 **Vehicle Type:** Vacuum Truck

Bodystyle: Vacuum Truck _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

13-02V-13711, 13-01V-13641, 13-02V-13692 ,13-02V-13667,
13-01V-13639, 13-02V-13642,12-12V-13560,12-12V-13532, 12-11V-13517,
12-11V-13487, 12-11V-13500, 12-09V-13388, 12-10V-13395, 12-08V-13317,
12-08V-13282,12-07V-13235, 13-02V-13694,12-12V-13562

Make(s): Vactor **Model Years Involved:** 2012,2013 **Model(s):** Guzzler

Production Dates: Beginning: 10-2012 **Ending:** 2-2013

VIN Range: Beginning: 12-10G-5623 **Ending:** 13-02-5697

Vehicle Type: Vacuum Truck **Bodystyle:** Vacuum Truck _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

13-02G-5697, 12-11G-5623, 12-10G-5592, 12-12G-5661

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

2.29%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

| Model | Year | Number of Vehicles Potentially Involved |
|--------------|-------------|--|
| HXX | 2012 | 11 |
| HXX | 2013 | 7 |
| Guzzler CL | 2012 | 3 |
| Guzzler CL | 2013 | 1 |
| | | |
| | | |
| | | |

Total Number Potentially Affected by the Recall: 22

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

The identified serial numbers are the units that were equipped with the type of heater that contains the burner unit in question

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

~~Some Vactor & Guzzler units equipped with the Alkota 400,000 BTU water heater were not equipped with an oil primary control. If the burner fails to ignite normally, fuel can accumulate in the water heater combustion chamber. When ignition has occurred the combustion is contained within the water heater unit~~

Describe the cause(s) of the defect or noncompliance condition.

~~the Alkota 400,000 BTU water heater were not equipped with an oil primary control. If the burner fails to ignite normally, fuel can accumulate in the water heater combustion chamber.~~

Describe the consequence(s) of the defect or noncompliance condition.

~~. When ignition has occurred the combustion is contained within the water heater unit~~

Identify any warning which can (a) precede or (b) occur.

~~if burner does not light when switched on, then don't use~~

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

~~Alkota Cleaning Systems, Inc.
105 Broad Street
Alcester, South Dakota 57001
(605) 934-2222~~

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

~~Gary Scott President 800-255-6823~~

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

3-11-2013 burner unit failed to light in our factory test bay, Alkota was contacted to determine problem
3-19-2013 burner unit failed to light in a timely manner and over fueled burner tray and upon lighting excess fuel caused a larger than normal flame which was contained inside of unit.
3-25-2013 A new burner was installed with a primary oil control valve and tested, no further issues
3-25-2013 A service bulletin was issued addressing the chance of this occurrence and the proper repair procedures.
3-29-2013 A sufficient amount of parts have been sourced to start the repair and recall.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

~~The total number of affected units have been identified and consist _____
of 18 Vactor and 4 Guzzler units.~~

~~A service bulletin has been developed outlining the authorized repair procedure
The Burner kit contains the new burner # 49830AL-30
Step by step pictorial replacement procedure including parts diagrams and wiring schematics.~~

~~Warranty Claims~~

~~Claims will be filed through our online warranty system in accordance with the service bulletin.
Vactor has identified all affected customers of machines
Vactor will notify dealers and customers to instruct them on the service bulletin
Vactor to provide a remedy without charge~~

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

New burner assembly has a primary oil control valve which turns off the fuel if ignighter fails to light

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

New burner has a primary oil control valve

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

3-11-2013 when failure occurred in our factory test bay all machines scheduled to bill built with taht option were stopped and trucks not shipped were tagged no ship

VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

4-1-2013 notification to NHTSA and Trans Canada

4-8-2013 official notification to dealers and customers with repair procedures and parts

4-11-2013 dealers start to perform field repairs with and expected completion in 30 days

VII. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.