

## **IMPORTANT SAFETY RECALL**

### **2<sup>nd</sup> NOTICE**

**IF YOU HAVE ALREADY COMPLIED WITH ALL PARTS OF THIS RECALL, PLEASE IGNORE THIS NOTICE.**

**FAILURE TO COMPLY WITH THIS NOTICE MAY AFFECT YOUR WARRANTY.**

**Date:** 12 October 2017 PRODUCT SUPPORT BULLETIN  
Page 1 of 2

**Subject:** **VMAC SAFETY RECALL NOTICE –  
POTENTIAL SAFETY ISSUE & VEHICLE DAMAGE  
CAUSED BY WATER PUMP FAILURES ON 2017 FORD  
6.2L V8 TRUCKS** BULLETIN NUMBER EXT-REC-003

**To:** VMAC Dealers who have purchased affected systems

**Product:** VMAC VR70 V900122 Systems  
VMAC VR150 V910022 Systems

**Serial Number:**

**To Be Performed:** SAFETY RECALL - IMMEDIATE ACTION REQUIRED

---

Dear VMAC Dealer,

VMAC is dedicated to providing air compressors of outstanding safety, quality and value. VMAC has identified a **potential safety issue** with water pumps supplied with VMAC VR70 and VR150 UNDERHOOD air compressor mounting kits for **2017 Ford 6.2L V8 trucks**. VMAC is conducting a safety recall to address this condition.

#### **WHAT PRODUCTS ARE AFFECTED?**

This recall involves VMAC VR70 and VR150 underhood air compressor systems, Part # V900122 and V910022, intended for installation on 2017 Ford 6.2L V8 trucks.

#### **WHAT IS THE PROBLEM?**

Due to variations in shaft/flange tolerances, there is a risk that the flange plate on the water pump may become detached from the water pump, which may cause the fan assembly to detach and move within the engine bay. A detached fan assembly may cause impact damage to other engine components and may increase the risk of injury to persons standing adjacent to the vehicle.

#### **WHAT SHOULD YOU DO?**

(a) Recalled product in inventory: If any of the above-identified systems remain in your inventory, **please do not install them**. We require that you quarantine them and contact VMAC Technical Support at 1-888-241-2289 or [tech@vmacair.com](mailto:tech@vmacair.com) for further instructions. The water pumps will be replaced with redesigned units.

***Under U.S. federal law, you may not sell the recalled products.***

1333 Kipp Road  
Nanaimo, BC  
V9X 1R3 Canada

Tel: 250-740-3200  
Toll Free: 1-800-738-8622  
Fax: 250-740-3201



(b) Recalled product in the hands of your customers and owners: Please forward copies of this letter within five (5) business days to any of your customers who have purchased the recalled products from you, and make arrangements to have the recalled units replaced in their vehicles free of charge (parts and labour).

**We additionally request that you provide VMAC Technical Support (1-888-241-2289 or [tech@vmacair.com](mailto:tech@vmacair.com)) with the contact information (names, addresses, phone numbers and e-mail addresses) for your customers to whom you sold the recalled product(s).** This will enable us to update our records and confirm the arrangements to have the recalled units replaced in their vehicles free of charge (parts and labour).

**TIMELINE**

All replacement pumps have been sent to our respective dealers (the last shipment from VMAC was on 12<sup>th</sup> September 2017) and should by now have been replaced. **Please note that if the pumps have not been replaced by 12 November 2017, VMAC will not provide warranty for any water pump related failure that occurs after 12 November 2017.**

If your customers have been advised of this recall and have decided not to have their pumps replaced, please provide VMAC Technical Support (1-888-241-2289 or [tech@vmacair.com](mailto:tech@vmacair.com)) with the contact information (names, addresses, phone numbers and e-mail addresses) of those customers so that VMAC can contact them directly.

**IMPORTANT:**

Until the water pump has been replaced with a VMAC modified water pump, **the engine should not be run with the hood open.**

\* \* \*

If you have any questions with regard to this safety recall notice, please contact VMAC Technical Support (1-888-241-2289 or [tech@vmacair.com](mailto:tech@vmacair.com)).

VMAC has sent this safety recall notice in the interest of your continued satisfaction with VMAC products and sincerely regrets any inconvenience that it may cause you. We highly value you as a trusted partner and in moving forward with this voluntary recall campaign, VMAC hopes to maintain the confidence you and your customers have placed in both our company and our products.

Thank you for your continued support.

Yours faithfully,

VMAC Global Technology Inc.

1333 Kipp Road  
Nanaimo, BC  
V9X 1R3 Canada

Tel: 250-740-3200  
Toll Free: 1-800-738-8622  
Fax: 250-740-3201