



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

January 30, 2020

Mr. Wayne Miller
National Service Manager
Rosenbauer America
5181 250th street
Wyoming, MN 55092

NEF-150MR
20V-040

Subject: Loss of Hydraulic Steering Assist

Dear Mr. Miller:

This letter serves to acknowledge Rosenbauer America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ROSENBAUER/COMMANDER/2014-2019

Mfr's Report Date: January 23, 2020

NHTSA Campaign Number: 20V-040

Components:

STEERING
SUSPENSION:FRONT

Potential Number of Units Affected: 67

Problem Description:

Rosenbauer America (Rosenbauer) is recalling certain 2014-2019 Emergency Response Commander vehicles equipped with Reyco front suspensions. The front shocks may separate from their upper mount on the front suspension. The loose shock may contact and damage the steering gear housing, possibly causing a steering fluid leak and a loss of power steering assist.

Consequence:

A loss of hydraulic steering assist can increase the risk of a crash.

Remedy:

Rosenbauer will notify owners, and Reyco dealers will install a new bolt, nut, hardened washer, and shim, free of charge. The recall is expected to begin February 10, 2020. Owners may contact Reyco customer service at 1-765-543-5815 or Rosenbauer customer service at 1-877-543-5591.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- A statement that the defect or noncompliance can cause a vehicle crash without prior warning; or a description of whatever prior warning may occur, and a statement that if this warning is not heeded, a vehicle crash can occur (49 CFR 577.5 (f)(1)).

We have received Rosenbauer's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

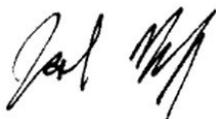
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement