



## IMPORTANT SAFETY RECALL

**Dealer Name**

**Address**

12/15/2020

Re: Safety Recall Notice NHTSA Recall ID# 20V-728

Dear Rosenbauer Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This is to inform you that a vehicle in your fleet may have a defect that could affect the safety of a person. Federal law requires the Recall Remedy completed on this unit prior to customer delivery. If there are any units in your possession at the time you have received this letter, please contact us.

What is the issue?: Rosenbauer America is recalling certain 2017-2020 Emergency Response Aerial vehicles equipped with a certain model of Muncie Power Take Off. The Muncie Power Take Off may disengage causing the aerial ladder to become inoperable. The result could impact fire fighting and rescue missions when the ladder won't move.

What we are asking the customers to do: Please verify the model number on the power take off of your Aerial Ladder. To locate the tag and PTO, see the instructions below. Once you have located the PTO, contact Rosenbauer by emailing [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com) and provide the truck's VIN, model # of the power take off and if the unit failed. Even if it didn't fail, we will provide replacement parts. In the event that you have a CS24 model that has not failed, we would appreciate an email letting us know so we can account for this truck.

How is this safety recall resolved: We are telling the customers to contact Rosenbauer or their Dealer to line up the repair of the Muncie PTO which entails a new solenoid and case. We are giving the customer the option to do it themselves and if they want to, they can contact us to obtain the replacement parts and an instructional video and instructional document. If they prefer their dealer help, we are asking to be included in your correspondence regarding their truck. Rosenbauer America will reimburse .5 hours of labor if PTO is in the 1 o'clock position and 1 hour of labor if PTO is in the 8 o'clock position.

What do we need from our dealers: we will be using the SRS ticket system to track everything related to this recall. Please submit an SRS ticket if you are assisting the customer and include 20V-728 in the complaint area. We also request all invoices uploaded to the SRS. As always, you can contact us here or through the [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com) email.

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What if the customer already paid to have this repair completed: the customer should contact Rosenbauer or their Dealer with the details of the repair and they will receive reimbursement. If you performed the repair, make sure the invoice is in the SRS.

What if the customer listed no longer owns this truck: the customer should contact Rosenbauer to provide the new owner information. Rosenbauer will then contact the new owner.

If the customer listed is no longer lessor of this vehicle: we ask the customer to please forward a copy of this notice to the lessee within 10 days to comply with federal regulations or to contact us for assistance.

We apologize for any inconvenience this safety recall may cause, but safety is our first concern. *Nate Schuelke and Lisa Sampson will be your main point of contact regarding this recall.*

VINs included in this recall:


Sincerely,  
Rosenbauer America Warranty Department

### PTO Model Number Identification Instructions

To identify your PTO model, you will need to check the first 4 digits on the ID plate. The ID plate is located on the side of the PTO. If the first 4 digits are MC1A you will need a Rear Cover/Solenoid conversion kit. If the first 4 digits are CS24 you will NOT need a Rear Cover/Solenoid conversion kit. See the following photos to aid in determining what PTO your Aerial is equipped with.



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