



IMPORTANT SAFETY RECALL

Attention: Dealer Name

February 11, 2021

Re: Safety Recall Notice NHTSA Recall ID# 20V-779

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 network may have a defect that could affect the safety of a person. Federal law requires the Recall Remedy be 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. Owner notification letters will be mailed in the next 2 weeks.

What is the issue?: Rosenbauer America is recalling certain Rosenbauer Commanders, Rosenbauer Warriors, Rosenbauer Avengers as well as some Commercial Pumpers and Rescues that have either 1 or 2 Weldon V-MUX Vista IV Interface displays that were shipped to Rosenbauer America between April 2020 and October 2020. The recalled displays could lose voltage for a moment when the voltage drops out (i.e. starting the engine) therefore, may not auto-restart on their own or may lose button function. More details can be found here: <https://static.nhtsa.gov/odi/rcl/2020/RCMN-20E078-6596.pdf>.

What are we asking our customers to do: Verify that the part number and serial number on the back of the Vista display is part of the recall. If the Vista display manufacturer part number is: 6242-0010-44, 6242-0010-30, 6242-0110-44 and if the serial number falls between: 10242924 and 10252498, it is part of this recall. Then the customer should relay this information to Rosenbauer by emailing recalls@rosenbaueramerica.com, including the truck's VIN, manufacturer part number and serial number. We have included identification instructions at the bottom of this document.

How is this safety recall resolved: Customers should contact their Rosenbauer Dealer to schedule an appointment for the repair. We will be sending a remedied screen(s) ahead of the uninstalling/reinstallation so this doesn't create an out of service incident. Please note that the current transit times of UPS could slow this down so we recommend scheduling the appointment once you have a tracking number of the remedied unit(s). Rosenbauer America will reimburse dealers .5 hours of labor for each screen. The recall and repair needs to be provided to the customer free of charge. If the customer is unable to coordinate this recall process through your dealer, they may contact Rosenbauer directly for a work instruction and parts at recalls@rosenbaueramerica.com.

What do we need from our dealers: Once you have scheduled the repair appointment, please contact us for the work instructions. 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-779 in the complaint area. We also request all invoices be uploaded to the SRS.

www.rosenbaueramerica.com

recalls@rosenbaueramerica.com

ROSENBAUER SOUTH DAKOTA, LLC.
100 THIRD STREET
LYONS, SOUTH DAKOTA 57041
P: 605.543.5591

ROSENBAUER MINNESOTA, LLC.
5181 260TH STREET
P.O. BOX 549
WYOMING, MINNESOTA 55092
P: 651.462.1000

ROSENBAUER MOTORS, LLC.
5190 260TH STREET
P.O. BOX 549
WYOMING, MINNESOTA 55092
P: 651.462.1000

ROSENBAUER AERIALS, LLC.
870 SOUTH BROAD STREET
FREMONT, NEBRASKA 68025
P: 402.721.7622



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.

If after having attempted to take advantage of this recall you believe you have not been able to have your fire apparatus remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C. 20590 or call the toll-free vehicle safety hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern. We will work with you to resolve this recall in a timely manner with the expectation that it is completed within 90 days. *Rick Fiestler and Lisa Sampson will be your main point of contact regarding this recall.*

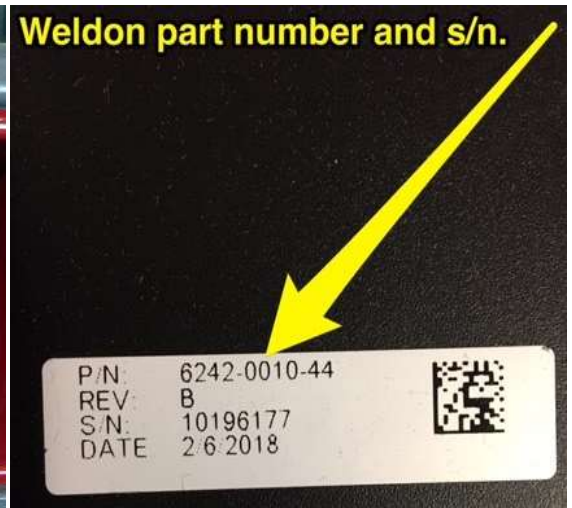
Truck(s) included in this recall:

Sincerely,
Rosenbauer America Warranty Department
5190 260th St.
Wyoming, MN 55092
PH: 651-462-1000



Identification Instructions

The Vista IV Interface display is located on the dash. Some trucks have 1 or 2 displays located by the driver and officer-side seats. The Weldon manufacturer number and serial number are located on the back of the screen.



Details on Recalled Units

Vista display manufacturer part number is one of these:

6242-0010-44

6242-0010-30

6242-0110-44

AND Serial number falls between: 10242924 and 10252498