



## IMPORTANT SAFETY RECALL

**This notice applies to your vehicle, (54F2DC8 )**

03/03/2020

Re: Notice of possible defect  
NHTSA Campaign ID# 20V108

Dear Owner of a Rosenbauer Fire Apparatus:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Problem Description:** Rosenbauer America is recalling your 2018 Emergency Response Commander vehicle equipped with SmartFoam 6.5-12 system with a part number of 501-4480-62-0. The foam system can overheat under certain conditions.

**Consequence:** Repeated or severe overheating can cause the system to fail. If the system fails, firefighting foam chemical is no longer available. If the fire fighting foam chemical injection is unavailable, it can impact the fire fighting and/or vapor mitigation efforts, which increases the risk of injury to bystanders and emergency personal.

**Remedy:** Replace SmaertFOAM 6.5-12v systems and a voltage converter free of charge. Rosenbauer America will notify owners and our Rosenbauer America Dealers to contact their customers to do the repairs. This recall will require six hours to complete. Owners may also contact their Rosenbauer America Dealer or reach out to Rosenbauer America at 1-877-543-5591.

If you no longer own this fire truck, please contact Rosenbauer to provide the new owner information. Rosenbauer will then contact the new owner.

[www.rosenbaueramerica.com](http://www.rosenbaueramerica.com)

[info@rosenbaueramerica.com](mailto:info@rosenbaueramerica.com)

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

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

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



If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within 10 days to comply with federal regulations.

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.

Sincerely,

Wayne Miller  
SRS Escalation Coordinator  
Rosenbauer America

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