

Part 573 Safety Recall Report

21V-562

Manufacturer Name : Rosenbauer America

Submission Date : AUG 01, 2022

NHTSA Recall No. : 21V-562

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Rosenbauer America

Address : 5190 260th street

Wyoming MN 55092

Company phone : 6514621000

Population :

Number of potentially involved : 360

Estimated percentage with defect : 17 %

Vehicle Information :

Vehicle 1 : 2012-2016 Rosenbauer Commander

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : We discovered that there are discrepancies between the incomplete vehicle document, final stage manufacturer certification label and the intermediate manufacturer certification label which violates Section 567.

Production Dates : APR 30, 2012 - AUG 07, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2012-2016 Rosenbauer Warrior

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : We discovered that there are discrepancies between the incomplete vehicle document, final stage manufacturer certification label and the intermediate manufacturer certification label which violates Section 567.

Production Dates : APR 30, 2012 - AUG 07, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : The weight and tire pressure on at least one final stage or intermediate certification or incomplete vehicle document may be incorrect in that it isn't reflecting reality on a Rosenbauer Chassis.

FMVSS 1 : 567 - Certification

FMVSS 2 : NR

Description of the Safety Risk : Rosenbauer has identified that some trucks may have the wrong tire pressure per the certificate labels, either final stage or incomplete. There is an assumed safety risk if the tires are underinflated in relation to the gross axle weight rating and there is a risk of a crash if the tire were to fail and blowout. Rosenbauer is currently analyzing the number of trucks impacted and will contact the owners accordingly.

Description of the Cause : It is possible that processes to verify the weight and PSI for printing cert labels were not consistent across our three vehicle manufacturing locations. More investigation will happen to determine the root cause.

Identification of Any Warning that can Occur : If the customer follows the installation instructions of the external tire pressure monitoring system, they may be alerted if they have underinflated or overinflated tires.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On July 16, 2021, Rosenbauer Engineering met to discuss with a production personnel what the current process is and review when and where we didn't follow process. A plan was put in place to review all trucks that were produced in a timeframe. The review would entail looking at photos and scanned documents stored for each truck. A sample size was further investigated on Tuesday July 20 to confirm that there were discrepancies across our IVD and certification labels by reviewing our records of scanned IVDs and photos of the B pillar where the cert labels are located. An investigation was presented to the executive safety committee board on July 22 and it was decided that this non-compliance violates Section 567.

Description of Remedy :

Description of Remedy Program : Rosenbauer is already including an external tire pressure monitoring system with installation instructions and sending with every truck. Rosenbauer will ask for photos of the customer's current certification labels on impacted trucks. We will input the data and analyze the exact remedy. Due to a lack of responses, we will resend interim labels and continue our analysis. At this time, the remedy will be replacing the cert label(s), providing a work instruction on how to remove the current label and permanently mount the new label the B pillar along with guidelines on what to set the tire pressure to. When necessary, we will send a revised IVD (Incomplete Vehicle Document). All documents and certificate labels will meet the requirements outlined by NHTSA. We will ask for photos of completed installation to confirm the truck has been remedied.

How Remedy Component Differs from Recalled Component : An incomplete manufacturer cert label that matches the IVD. A final stage cert label that matches the incomplete (i.e. VIN, PSI). Proper mounting on the B pillar. If the customer follows the recommended PSI on the cert label, they may see an improvement in ride quality.

Identify How/When Recall Condition was Corrected in Production : We are informing employees in our Final and Quality departments to double check all documents: IVD, intermediate certificate and final stage certificate. If there is a discrepancy, we have given them subject matter experts to consult until we refine our processes. We worked with our Quality Department to define a cross check process of the information on the certificate labels. This was enacted early September 2021.

Recall Schedule :

Description of Recall Schedule : We renotified in March 2022 with the interim solution of requesting photos.

We have reviewed the results of the photos and Engineering is preparing how the correct information will pull into an application for printing cert labels and IVDs with a fool-proof process. We're facing labor shortages in our Engineering and Customer Service department to help action the remaining items to completion. The schedule has been revised to show this.

Planned Dealer Notification Date : AUG 15, 2022 - SEP 12, 2022

Planned Owner Notification Date : AUG 15, 2022 - SEP 12, 2022

* NR - Not Reported