



## IMPORTANT SAFETY RECALL

**Attention: Dealer Name**

July 15, 2021

Re: Safety Recall Notice NHTSA Recall ID# 21V-334 / Cummins Recall 21E-032

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 your vehicle may have a defect that could increase the risk of fire due to a potential leak or mist of fuel near an ignition source, which could result in an unexpected injury or damage to your vehicle.

Federal law requires the Recall Remedy completed on this unit prior to customer delivery.

What is the issue: Due to the safety risk of fire due to a potential fuel leak, Rosenbauer America is recalling certain fire trucks of the following make-models for 2016-2021 chassis that have the recalled L9 and ISX12 diesel engine: Rosenbauer Commanders, Avengers, Warriors as well as Commercial M2 106. The Cummins engines were installed in the impacted trucks from January 2017 through May 2021.

How do I know if my truck has this type o equipment: Rosenbauer has worked with Cummins to reconcile the recalled engine serial number to the truck's VIN. We are still asking the customer to verify the engine serial number (ESN) and contact Rosenbauer immediately if the engine serial number listed here is incorrect. Please also check every vehicle for any diesel fuel leaks and if you see any, contact us and your authorized Cummins service provider so it can get resolved immediately.

How is this safety recall resolved: We are telling customers they can contact their local authorized Cummins service provider to schedule the inspection of the recalled engine. Each inspection can take 1-3 hours and even though Cummins is expecting less than 1% of the engines to be defective, it is best to be prepared for the event of a defect being found as that repair time can put the truck out of service until new parts are shipped overnight and installed. We don't expect this to happen very often but it is a variable. All inspections and remedies will be provided free of charge.

What do we need from our dealers: we are asking the customer to email us or send in a prepaid postage postcard with the information of when and where they got their truck remedied. We will then enter SRS tickets in the system. If you have performed the remedy as an authorized Cummins service provider, please submit an SRS ticket with the following information: date of remedy completion and engine serial number. If possible, indicate Recall # 21V-334 in the complaint area.

What if the customer already paid to have this repair completed: the customer should contact Rosenbauer and their Dealer with the details of the inspection as well as proof of service from the Cummins service provider. Once we have reviewed these details, we will coordinate reimbursement to the customer as the service should have been provided free of charge. If you performed the repair, please complete an SRS ticket and upload an invoice.

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

[recalls@rosenbaueramerica.com](mailto: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

## Recall 21V-334 / 21E-032



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. Lisa Sampson will be your main point of contact regarding this recall. Owner notification letters will be mailed by July 21, 2021 or sooner.

NHTSA's contact information should you need it is: 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>.

Truck(s) included in this recall:  
(VIN, Job, ESN, Owner Name)

Sincerely,  
Rosenbauer America Warranty Department  
[recall@rosenbaueramerica.com](mailto:recall@rosenbaueramerica.com)  
100 Third Street  
Lyons, SD 57041  
Tel: 605-543-5591

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

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

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Engine Serial Number Identification Instructions:

1. Lift the chassis cab and locate the Cummins engine:



2. The black serial tag is above the wiring on the passenger side.
3. It will show the engine serial number. Ensure that it matches the ESN at the top of this letter.



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