

## Lisa Sampson

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**From:** Lisa Sampson  
**Sent:** Thursday, October 13, 2022 2:35 PM  
**To:** Angela Cummings; 'Lisa Sampson'  
**Subject:** Formal Notification Letter Re: Recall 21V-562  
**Attachments:** 21V-562 US Dealer Notification Letter\_v5.pdf; Final\_WI22018 Removal & Install Cert Label Work Inst\_v8.pdf; Final\_WI22019 Application of Warning Label\_v5.pdf; Explanation Letter to Customer\_Sent with Every Kit\_v2.pdf

Greetings,

Attached is our dealer notification letter and affiliated documents related to the 21V-562 Cert Label recall. We are notifying our Dealers that there are impacted trucks in your network.

- Please read the notification letter to find what is involved with the remedy and what we are asking of our Dealers.
  - This is mostly a compliance issue however, we need to point out that every Rosenbauer needs to follow the appropriate tire sizes, types, and speeds as well as weight ratings in the specifications.
- Hard copy customer notification letters will be mailed Friday or Monday to customers with impacted trucks.
- The list of trucks impacted is less than what was addressed with our interim letter when we requested photos of the cert labels.
  - Rosenbauer is reviewing all trucks but are only addressing the trucks on this list currently.
  - We suspect there are more needing the recall remedy and will advise in the next couple of months. In the meantime, please encourage customers to follow their tire's sidewall for PSI and max speed.
- The recall kits to perform the remedy will be mailed to customers on Friday 10/14 or Monday 10/17.
- We are in the process of implementing proper labels and documents in Production that follow the compliance regulations.
  - We are also reworking as many trucks as we can while in Production. We are keeping track of these and will identify a clean cut-in point soon.

Feel free to reach out to [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com). Thank you for your attention in helping resolve this recall.



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### Lisa Sampson

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redacted

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