

IMPORTANT SAFETY RECALL

Attention: US Rosenbauer Dealers

October 13, 2022

Re: Safety Recall Notice NHTSA Recall ID# 21V-562

Time Allowed: 30-45 minutes

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 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 by Monday 10/17/2022.

What is the issue: Some Rosenbauer fire trucks have inaccurate or missing information on the incomplete manufacturer certification label and the final stage manufacturer certification label located on the B pillar which is against federal compliance to [Part 567](#). Due to this, **there could be instances where the axle load rating, tire inflation pressure, or recommended top speed could be inaccurate. If the tires are overloaded or oversped, there is a risk of an unexpected tire failure which could result in a crash.** To ensure your safety, Rosenbauer America is recalling the effected vehicles: 2012-2021 Rosenbauer Commanders, Warriors and Avengers.

Identification of Impacted Trucks: In 2021, we requested that customers submit photos of the certificate labels as an interim remedy; we then reviewed the information and determined the population impacted. **We are ready to proceed with the final remedy solution which entails replacement of the certificate labels on the B pillar and incomplete vehicle document.** The list of trucks impacted is significantly less than those who received the interim notification to submit photos. Rosenbauer is in the process of reviewing our entire fleet to ensure that the information on the certificate labels is correct. We will address anything outside of this recall later.

Resolving the Recall: After review of the work required to remedy the recall, Rosenbauer trusts that most Fire Departments can perform the work. Rosenbauer is sending a package in the next few days to the impacted customers. The package will contain all the necessary parts to perform the remedy. Every customer will receive:

- New Incomplete Vehicle Document
- New Incomplete Certificate Label
- EPA Labels: Some EPA labels will be damaged during the removal process so we are sending new EPA labels for 2020-2021 Chassis Years ONLY.
- New Final Stage Certificate Label
- Mounting Plate
- Hardware
- Warning Labels for Driver's Sun Visor
- Necessary Work Instructions

We require that the previous certificate labels are destroyed and discarded. It is against the law to reuse these for any reason.

Time Allowed: The review and installation of the new certificate labels should take **30-45 minutes**. No other remedies or repairs are required.

www.rosenbaueramerica.com

recalls@rosenbaueramerica.com

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Rosenbauer Aerials, LLC.
870 South Broad Street
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P: 402-721-7622

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Tracking Completion: We require that the customers **submit a photo of the newly installed certificate labels via this website using an online form: <https://bit.ly/RBARecall1>**. The link is accessible via a QR Code on Page 2 of this letter. This will show us and the governing agency that the recall is resolved. We will update our records and track by submitting an SRS ticket.

What we need from our Dealers: If the customer is unable to perform the remedy and replace the certificate labels, they will reach out to their Rosenbauer Dealer for assistance or to line up a service appointment. We ask for your cooperation in fielding the questions regarding the removal and install process and will include the work instructions in our email with this letter. If the Dealer performs the remedy, the Dealer is responsible for submitting an SRS ticket and filling out the online form. Please reference the recall number in the Complaint section of the SRS. NOTE: Any parts and repairs for the recall will be provided to the customer free of charge.

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An Important Note about Safety: It is very important to ensure that our Dealers, Customers and anyone operating our vehicles have the proper understanding of all technical documents found in the recall package. **We ask that the owners and operators follow the weight rating and tire specifications (including tire pressure and max speed) found on the certificate labels and tire sidewall. Refusing to do so will put the vehicle at risk of non-compliance and more importantly, risk the safety of the driver and others.** The information on the certificate labels has been analyzed and confirmed. If you have any questions or concerns about the information found here, please reach out to the Rosenbauer Warranty Department or Recall / Compliance Manager. We ask for your agreement and support to ensure our vehicles maintain compliance.

New Owner or New Lessee: Please contact Rosenbauer to provide the new owner or lessee information. Rosenbauer will then contact the new owner.

Questions: Please contact Lisa Sampson or a member of the RBA Warranty Department. We always appreciate your assistance in resolving our important safety recalls.

Sincerely,
Rosenbauer America Warranty Department
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Lyons, South Dakota 57041
PH: 605-543-5591
recalls@rosenbaueramerica.com

QR Code
for the
online
form



Attachments sent to Dealers via email with this letter:
List of impacted trucks per Dealer
Cert Label Removal/Install Work Instructions
Warning Label Application on Sun Visor Work Instructions
Explanation Letter accompanying recall kit

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See below for a copy of the letter sent to our customers. Much of the information mirrors the information above.

What is the issue: Some Rosenbauer fire trucks have inaccurate or missing information on the incomplete manufacturer certification label and the final stage manufacturer certification label located on the B pillar which is against federal compliance to Part 567. Due to this, there could be instances where the axle load rating, tire inflation pressure, or recommended top speed could be inaccurate. If your tires are overloaded or oversped, there is a risk of an unexpected tire failure which could result in a crash. To ensure your safety, Rosenbauer America is recalling the effected vehicles: 2012-2021 Rosenbauer Commanders, Warriors and Avengers.

How do I know if my truck has this type of equipment: In 2021, we requested that customers submit photos of your certificate labels as an interim remedy and then we reviewed the information and determined the population impacted. We are ready to proceed with the final remedy solution which entails replacement of the certificate labels on the B pillar and incomplete vehicle document.

How do I resolve this important safety recall: Rosenbauer will send a package in the next two to three weeks to the same address on this letter. In that package, you will find several items that will ensure your vehicle is compliant to the vehicle safety standards. They will include: new certificate labels, new incomplete vehicle document, mounting plate, hardware, warning label to apply to the driver's sun visor and the necessary instructions for all. The review and installation of the new certificate labels should take 30 minutes. No other remedies or repairs are required. If you find that you didn't receive a recall package for a truck you provided photos for previously, please take note that we are assessing if we need a similar remedy and will be in touch.

After you have followed the instructions and installed the new certificate labels, we require that you submit a photo of the newly installed certificate labels via this website: <https://bit.ly/RBARecall1> or via the QR Code on Page 2 of this letter. This will show us and the governing agency that you have resolved this important recall and we will update our records and notify your dealer. We also require that you destroy and discard the previous certificate labels. Please do not start the removal process until you have received the package with the new certificate labels, mounting plate and hardware.

If for some reason you are not able to replace the certificate labels on your vehicle, please contact your Rosenbauer Dealer for assistance or to line up a service appointment. Any parts and repairs for the recall will be provided to the customer free of charge.

An Important Note about Safety: It is very important to ensure this vehicle's operators have the proper understanding of all technical documents found in the recall package. We ask that the owners and operators follow the weight rating and tire specifications (including tire pressure and max speed) found on the certificate labels and tire sidewall. Refusing to do so will put the vehicle at risk of non-compliance and more importantly, risk the safety of the driver and others. If you have any questions or concerns about the information found here, we ask that you contact your Rosenbauer Dealer or Rosenbauer Customer Service.

What if I already paid to have this repair completed: Contact your Rosenbauer Dealer with the details of the repair including pictures of the new certificate labels on the B pillar. Once we have received proof of satisfactory completion and your invoice, we will coordinate reimbursement. Please also fill out the online form.

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What if I no longer own this truck: please contact Rosenbauer to provide the new owner information. Rosenbauer will then contact the new owner.

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 or you can contact recalls@rosenbaueramerica.com for assistance.

We always appreciate your help in resolving important safety recalls.



You can use this QR Code to access the online form from your smartphone.

- 1. Open the camera app on your smartphone and hold it up to this code like you're going to take a picture.*
- 2. A link will pop up on your screen, click the link and a web browser will take you to the online form.*

Note: You may need to download a QR Reader app if this doesn't work or if you have an older smartphone.

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