



IMPORTANT SAFETY RECALL

Attention: Dealer Name

September 22, 2021

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

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 Rosenbauer vehicles in your network may have a defect that could affect the safety of a person as well as they may be out of compliance. ***Please take note that this is an interim notification as we gather more information.***

Federal law requires the Recall Remedy completed on this unit prior to customer delivery. Owner notification letters will be mailed in the next 7 days.

What is the issue?: Rosenbauer recently discovered we have a compliance issue where there is a discrepancy of information on the incomplete manufacturer certification label and the final stage manufacturer certification label located on the B pillar of our Rosenbauer fire trucks. Our further investigation found that on those labels, some of the gross vehicle weight ratings and/or tire pressure PSI could be incorrect. If your tires have a lower PSI than what is recommended for the GVWR, then there is a risk of a tire malfunction which could result in an accident. Due to the safety risk, Rosenbauer America is recalling the following fire trucks: All 2012-2021 Rosenbauer Commanders, Warriors and Avengers.

What we are asking the customers to do?: Rosenbauer is diligently working to analyze our data and determine the population effected. We are expecting that <1% of the population will have a safety risk due to the potential of underinflated tires. To help us with this analysis, **Rosenbauer is requesting that all our customers upload pictures of the certificate labels located on your truck's B pillar.** We have set up a secure website where the customer or dealer will input their name and contact info (Fig. 1).

How is this safety recall resolved?: Because this is an interim letter, we are telling the customers to submit pictures of their certificate labels so we can analyze if their trucks are part of the recall. **Once we have analyzed the pictures, we will notify the customer and dealer if their truck is included in the recall and if they need new certificate labels and incomplete vehicle document. At that time, we will also advise the customer on correct tire pressure setting. The plan is to finalize this in the next 30-60 days.**

What do we need from our dealers:

1. We have informed the customers to check for visible tread separation or bulges in the tread and if they have a tire malfunction, they should submit pictures immediately and contact their dealer.
2. At that time, the dealer should submit an SRS ticket so we can analyze if the tire pressure setting was correct and determine if this is based on the tire being set to the wrong PSI.
3. If there are any units in your possession at the time you have received this letter, please submit an SRS ticket, attach pictures of the certificate labels on the B pillar and indicate that there is a tire

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malfunction so we can analyze immediately. We will then inspect the information and inform you if need new certificate labels and an incomplete vehicle document is required as well as the correct tire pressure setting.

- We request that you submit these separately from your PDI tickets. Please include 21V-562 recall in the complaint section so we can prioritize the analysis.

What if I no longer own this truck: please contact Rosenbauer by emailing recalls@rosenbaueramerica.com 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 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.*

Sincerely,
Rosenbauer America Warranty Department

Figure 1: To submit photos, please go to this website: <https://form.jotform.com/212628744543055>

The website will look like this and require you to enter your contact information including the last 6 of your VIN which is found on the certificate labels. **Please note: we need pictures of both labels.**



Final Stage Label



Incomplete Manufacturer Label