



IMPORTANT SAFETY RECALL

Owner

Attention:

Address

City, State, Zip, Country

VIN(s)

April 25, 2021

Re: Safety Recall Notice NHTSA Recall ID# 21V-129

Dear Owner of a Rosenbauer Fire Apparatus:

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 cause difficulty in steering or prevent steering to one direction which could increase the risk of a crash. Federal law requires the Recall Remedy completed on this unit prior to customer delivery.

What is the issue?: Rosenbauer America is recalling certain 2020 Rosenbauer Commanders that have particular Reyco Granning Independent Front Suspensions. These front suspension systems from Reyco Granning may have steering gears that the fasteners may loosen and lose clamp load between the cradle and steering gear. Difficulty steering, or the inability to steer in both directions, can increase the risk of a crash. These units were manufactured between 11/27/2019 thru 10/28/2020 using a different type of paint on the steering gearcase mount plates. This paint could flow and relax over time causing the bolts to lose clamp load and loosen.

How do I know if my truck has this type of equipment: The driver may notice a change in steering feel, primarily related to vagueness, difficulty in holding a straight line, or vehicle wandering, the fasteners may also loosen without warning. We have worked with Reyco Granning in identifying which systems are recalled and which trucks they went into. The Reyco Granning Part Numbers are: IFS24-M48ZC, IFS24-M48O3, IFS20-M48O3, IFS24-M48OC, IFS20-M48OC with the following serial numbers: 2025351, 2026642, 2026629, 2027163, 2027169, 2027199, 2027316, 2027257, 2027903. If you are receiving this letter, we believe you have one of these units.

How do I resolve this important safety recall: Contact your Rosenbauer Dealer to schedule an appointment for the repair. You may be asked to verify the manufacturer number and serial number of the IFS. Your dealer will contact us to obtain the repair kit. Rosenbauer estimates the repair will take 1 to 1.5 hours. Should you have any questions or are unable to schedule this through your dealer, please contact recalls@rosenbaueramerica.com. The repair will provided to you free of charge.

What if I already paid to have this repair completed: Contact Rosenbauer and your Rosenbauer Dealer with the details of the repair including pictures of the completed repair or remedied part as well as

www.rosenbaueramerica.com

recalls@rosenbaueramerica.com

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a labor sheet or invoice, repair date and vehicle mileage. Once we have received proof of completion and your invoice, we will coordinate reimbursement.

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.

If after having attempted to take advantage of this recall you believe you have not been able to have your fire apparatus remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,
Rosenbauer America Warranty Department
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Lyons, SD 57041
Tel: 605-543-5591

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recalls@rosenbaueramerica.com

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