

IMPORTANT SAFETY RECALL

Owner

Attention:

Address

City, State, Zip, Country

VIN:

October 7, 2022

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

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 non-compliance or defect that could result in a vehicle crash. Federal law requires the Recall Remedy be completed on this unit prior to customer delivery.

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.

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.

www.rosenbaueramerica.com

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
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P: 651-462-1000

Rosenbauer Motors, LLC.
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Wyoming, Minnesota 55092
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Rosenbauer Aerials, LLC.
870 South Broad Street
Fremont, Nebraska 68025
P: 402-721-7622

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.

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.

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.

Sincerely,
Rosenbauer America Warranty Department
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