

Work Instructions

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Subject: Instructions for uninstalling the current certificate label and installing the Rosenbauer-provided certificate labels which will resolve Rosenbauer America's recall numbers: 21V-562 (US) and 2021-454 (CAN).

Applies to: Recalled 2012-2021 Rosenbauer Commanders, Rosenbauer Warriors, Rosenbauer Avengers.

Condition: Certificate Labels (VIN ID tags) that were attached using screws and/or double sided VHB tape were determined to be insufficient for NHTSA and Transport Canada compliance.

Correction: Remove current certificate label and mounting plate (if any), permanently attach PLATE, CERTIFICATION LABELS (8627322-001) with provided rivets and then apply the provided certificate labels. It is important that the VIN on the certificate labels matches the truck you are installing new labels on. Rosenbauer has included two sets of removal instructions so please use the one applicable to how your truck's labels are attached.

Note: After successful installation of the new certificate labels, the owner of this fire truck must destroy and discard the previous certificate labels. In no event should the previous labels be reused or installed on another vehicle.

Time To Complete: 30 minutes

After Completion: Please submit a photo to Rosenbauer of the installed incomplete and final stage certificate labels using this website: <https://bit.ly/RBARecall1>. There is a QR code on the last page which will link directly to the online form.

Parts provided by Rosenbauer:

Part #	Quantity	Description
8625121-001	1	DECAL, RECALL/TSB LABEL
8627322-001	1	PLATE, CERTIFICATION LABELS
11626725	8	3/16" x .425" RIVETS, OPEN HEAD
11234659	8	CHRISTMAS TREE RETAINER
VIN Specific	1	Incomplete Manufacturer Certificate Label (smaller VIN ID Tag)
VIN Specific	1	Final Stage Manufacturer Certificate Label (larger VIN ID Tag)
EPA Label	1	Replacement EPA Label for Chassis Year 2020 and newer

Tools Needed:

Item	Tool
1	Riveting Tool or Gun
2	#9 Drill Bit
3	Power Drill
4	T20 Star Driver Bit (For B-Pillar Installed Plates)
5	Putty Knife or Similar Flat Prying/Lifting Tool
6	Scissors

Work Instructions

Removal of VIN Tags attached to B Pillar with Screws, Rivets, and/or Double-Sided Tape

1. Prepare workspace, assembly tools, and parts. Use PPE (safety glasses and cut-resistant gloves for removing drilling debris.)
2. (Only if necessary for tool access to remove screws from or apply rivets to the VIN tag)
Lift up the rubber bulb gasket around the rim of the door. Use care to prevent damage to the crimp.
3. If VIN Plate is screwed on: With T20 star bit, back out the eight (8) screws as shown in image 1.



Image 1: Screws to be Removed.

4. Carefully pry up the tag plate and remove the double-backed tape if used to help mount the tag.

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5. If VIN Plate was installed with screws, reinsert the eight (8) screws into the current VIN Plate holes.

If VIN Plate was riveted, install provided 11234659 Christmas Tree retainers into the current VIN Plate holes as shown in image 2.



Image 2: Christmas Tree retainer trim plug pressed in place.

Once successfully removed, IT IS VERY IMPORTANT THAT YOU DESTROY AND DISCARD THE PREVIOUS CERTIFICATE LABEL. It is against the law to reuse this or install on a different vehicle.

Work Instructions

Removal of VIN Tags attached to Driver Interior Door Skin or B-Pillar with Double-Sided Tape

1. Prepare workspace, assembly tools and parts. Use PPE (safety glasses and cut-resistant gloves for removing drilling debris.)
2. Carefully pry up the tag plate using a putty knife as shown in image 3 and remove the double-backed tape if used to help mount the tag.

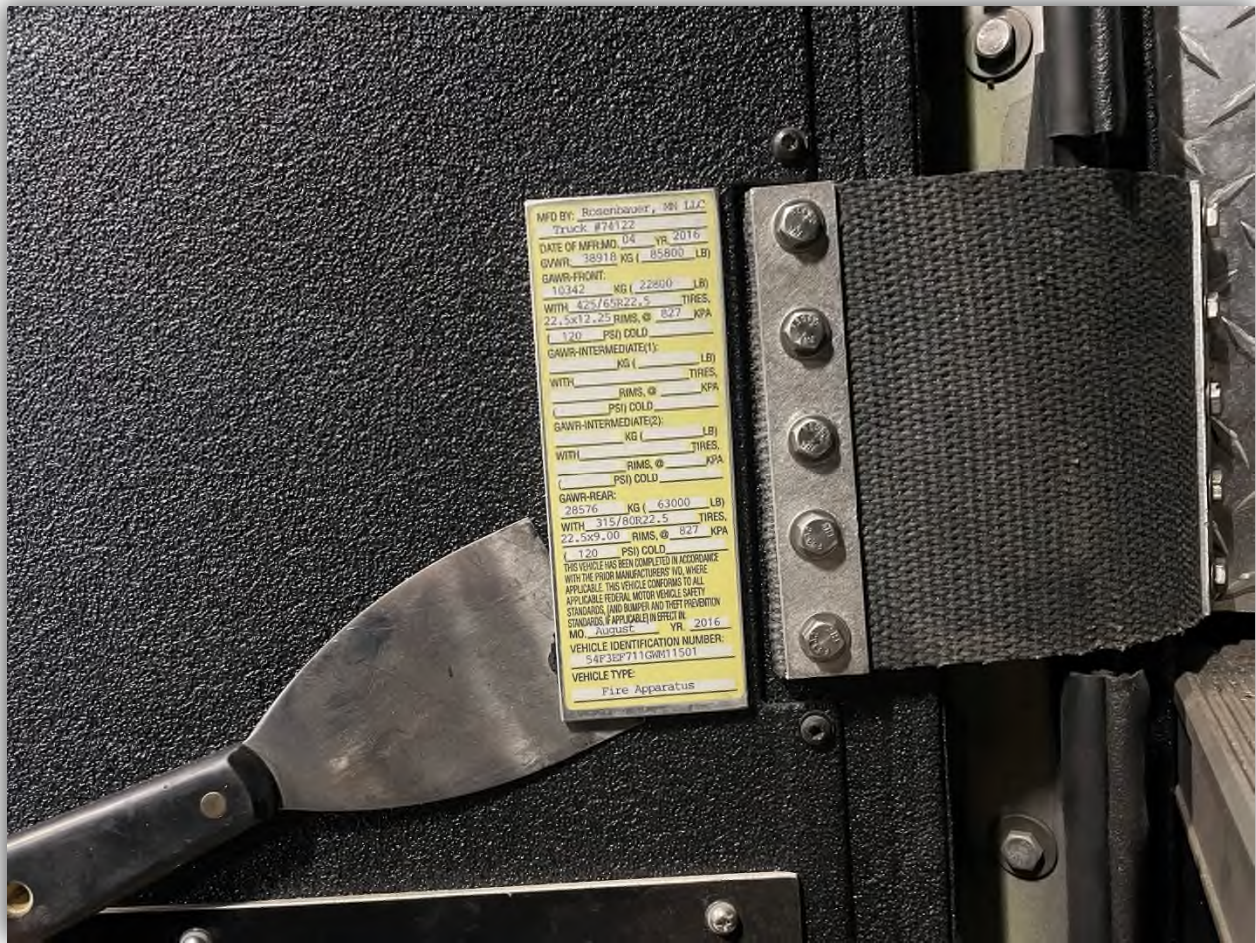


Image 3: VIN Plate Door Skin Removal.

3. Remove four (4) T20 star screws from Incomplete Vehicle Tag on B-Pillar as shown in image 4 and remove tag from vehicle.
4. Reinstall the four (4) T20 star screws that were removed in step 3. If Incomplete Vehicle Tag was installed with rivets, install four (4) 11234659 Christmas Tree retainers into rivet holes.



Image 4: Incomplete Vehicle Tag Removal from B-Pillar location.

5. If Incomplete Vehicle Tag is installed with rivets, drill rivets out and remove tag.
6. NOTE: At time of removal, if your truck has an EPA label it is very possible, the EPA label will be destroyed during this process. Provided your truck's chassis year is 2020 and newer, you should have a new EPA label in your package.
7. If you did not get an EPA label (chassis year 2020 or newer) and you had one before, please contact us at recalls@rosenbaueramerica.com with the last 6 of your VIN and we'll send one to you.

Once successfully removed, IT IS VERY IMPORTANT THAT YOU DESTROY AND DISCARD THE PREVIOUS CERTIFICATE LABEL. It is against the law to reuse this or install on a different vehicle.

Installation of New PLATE, CERTIFICATION LABELS (8627322-001) and Decals

1. New VIN Plate (8627322-001) will be installed on the front driver side wheel-well arch as shown in image 5.



Image 5: Wheel Well VIN Plate Installation Location.

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- Center plate holes (left and right) on Line-X portion or painted tape line of wheel well.
Drill top one (1) hole in the wheel well with #9 drill bit. Align the tag plate trim edge to the wheel well paint edge or set it back about 3/8" from the outer edge and make sure the tag plate is parallel while doing so. The upper holes should be about 3/4" below seam weld as shown in image 6. Only drill deep enough to install rivets.

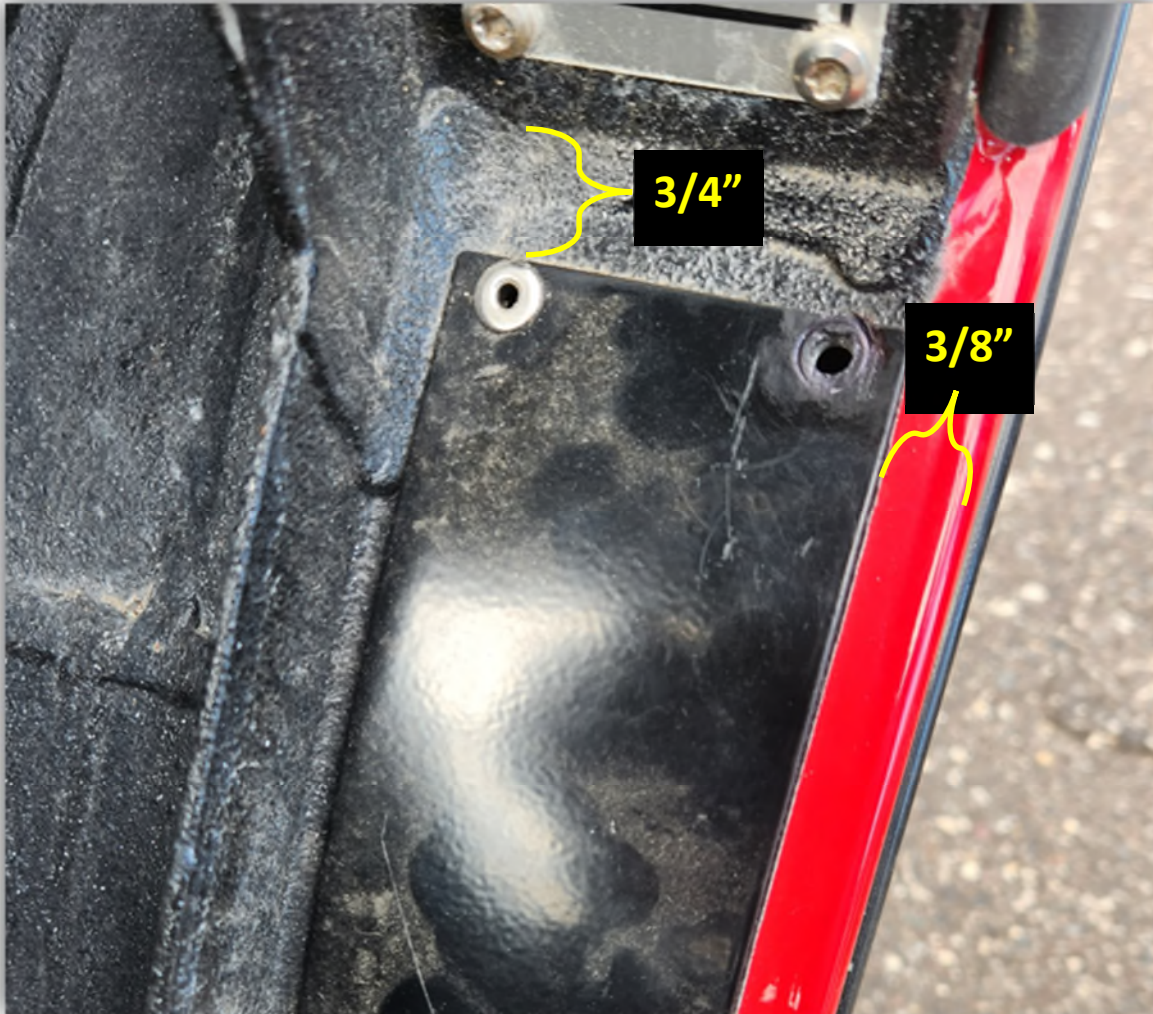


Image 6: Plate positioned for initial attachment.

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3. Install two (2) rivets into top two holes in VIN Plate (8627322-001). Press plate tight to wheel well to prevent bowing as shown in image 7.

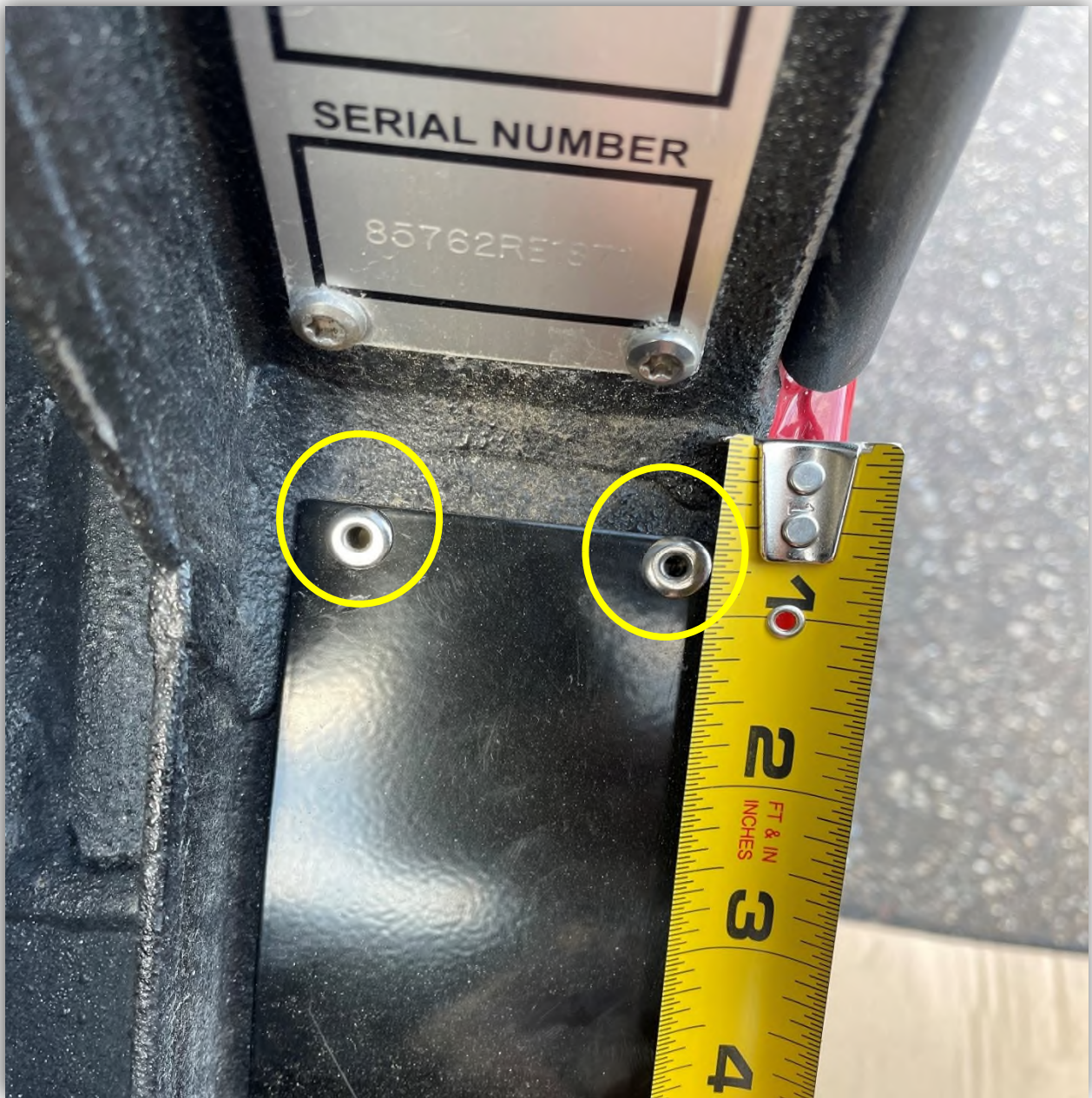


Image 7: Measurement of distance from seam weld to top VIN Plate holes.

4. Drill next two (2) holes for VIN Plate and install two (2) rivets. Press plate tight to wheel well during drilling and rivet install to prevent bowing of plate as shown in image 8.



Image 8: Second set of holes and rivets to be installed.

5. Continue drilling and installing rivets in the order described starting from the top working to bottom, ensuring that the VIN Plate is pressed firmly to the wheel well to prevent any bowing between rivets as shown in image 9.



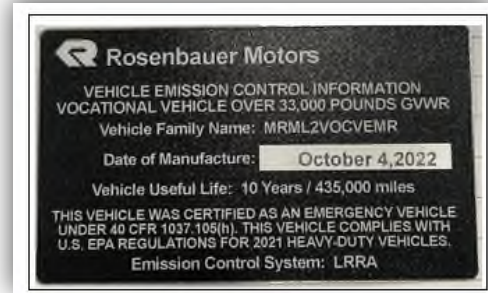
Image 9: Completed VIN Plate installation

6. Once the plate is installed, the incomplete vehicle manufacturer, final stage manufacturer, and EPA labels (for Chassis Year 2020 and newer chassis) will need to be installed. See Reference A & B for examples.

Work Instructions



Reference A: Incomplete & Final Cert Label Examples



Reference B: EPA Label Example (2020 and newer only)

7. Before applying the labels to the plate, hold up the labels as is to ensure they will fit. If they will not, you may need to trim them with a scissors first.
8. Image 10 shows the three labels installed in the correct orientation on the plate. The incomplete vehicle manufacturer tag will be the lowest, the middle will be the final stage manufacturer tag, and the top will be the EPA label (for Chassis Year 2020 and newer chassis).
9. To install labels, first clean plate with a clean cloth and isopropyl alcohol. Allow surface to dry before proceeding. Peel the label from the backing material to expose the adhesive side, install the label onto the correct location of the plate.



EPA Label (for Chassis Year 2020 and newer chassis)

Final Stage Manufacturer Label

Incomplete Manufacturer Label

Image 10: VIN Label Orientation

- For incomplete vehicle manufacturer and final stage manufacturer labels, a clear adhesive cover will also be required to be installed over the white printed text labels. Image 11 shows the clear coverings. Two clear adhesive covering pieces will be provided in the package, one for the size of the incomplete label another for the final stage label.

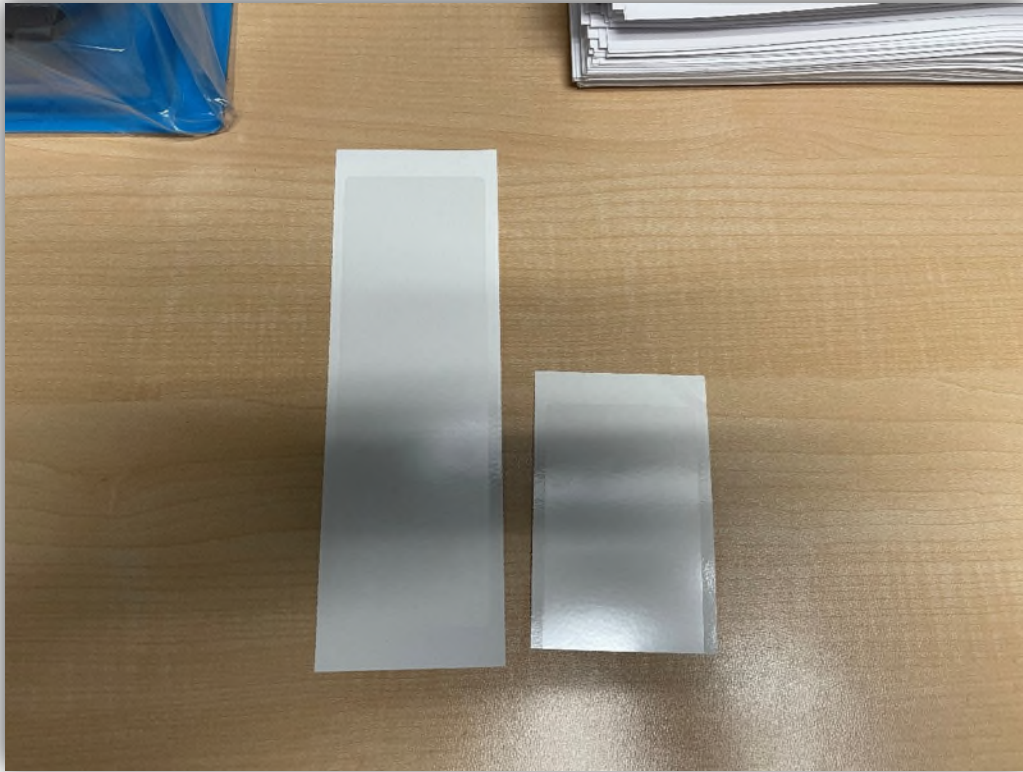


Image 11: Clear Covers for Incomplete and Final Stage Labels.

- 11.** Once the VIN Plate, incomplete vehicle decal, final manufacturer decal, and EPA label (for Chassis Year 2020 and newer chassis) are installed, write the recall number on the recall sticker.
 - a. Use 21V-562 for US Trucks
 - b. Use 2020-454 for Canada Trucks

- 12.** Please apply as-shown in Image 12 to the door of the officer's side kick-panel.

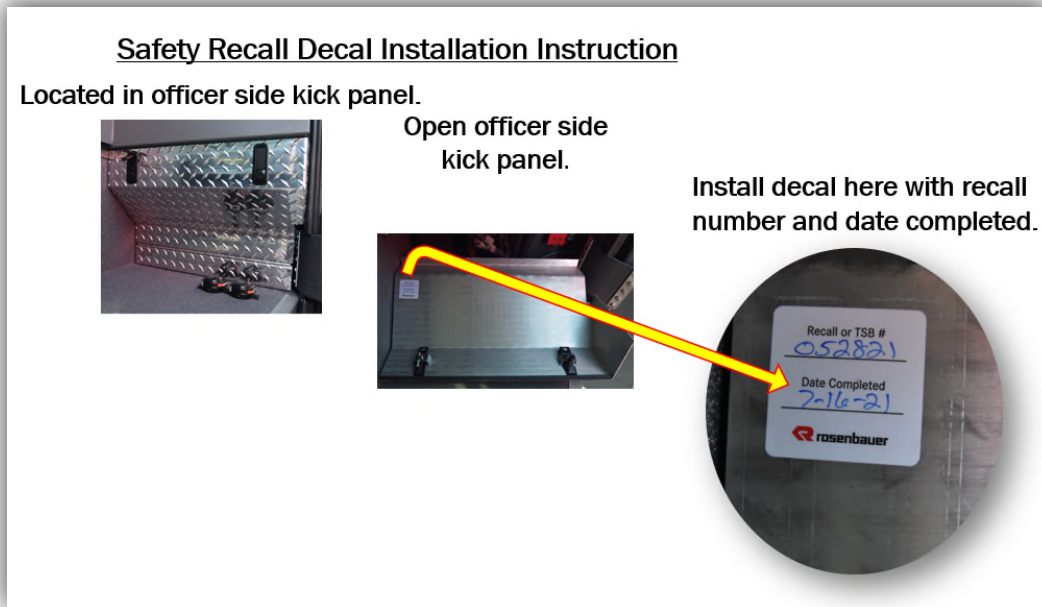


Image 122: Where to install the safety recall decal.

- 13. Snap a photo like in Image 8 or 9 and submit to Rosenbauer America using this website here → <https://bit.ly/RBARecall1>. You can also use the QR code to access the online form.**



Scan the QR code with your smartphone using your camera app and click on the link that pops up in the camera screen.

As always, please contact your Rosenbauer Dealer if you have any questions or issues with these instructions. You may also email us at recalls@rosenbaueramerica.com.

Thank you for your assistance in resolving this very important recall.