

## IMPORTANT SAFETY RECALL – RENOTIFICATION LETTER

Owner

Attention: Fire Chief

Address

City, State, Zip

Country

VIN

Engine Serial Number

May 15, 2024

Renotification of Safety Recall Notice NHTSA Recall ID# 21V-334/Cummins Recall # 21E-032

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.

***Rosenbauer is seeking to renotify owners who have not completed this recall on their truck.*** This is to inform you that your vehicle may have a defect that could increase the risk of fire due to a potential leak or mist of fuel near an ignition source, which could result in an unexpected injury or damage to your vehicle.

Federal law requires the Recall Remedy completed on this unit prior to customer delivery.

What is the issue? Due to the safety risk of fire due to a potential fuel leak, Rosenbauer America is recalling certain fire trucks of the following make-models for 2016-2021 chassis that have the recalled L9 and ISX12 diesel engine:

Rosenbauer Commanders, Avengers, Warriors as well as Commercial 348, 365, 108SD, 114SD, M2 112, M2 106, M2 114SD, T370, T400, T440, T800. The Cummins engines were installed in the impacted trucks from January 2017 through May 2021.

How do I know if my truck has this type of equipment? Rosenbauer has worked with Cummins to reconcile the recalled engine serial number to the truck's VIN. If you have received this letter, we believe the VIN listed above has the recalled engine. However, we request that you verify the engine serial number (ESN) and contact us immediately if the engine serial number listed here is incorrect. Please also check for any diesel fuel leaks and if you see any, contact us and your authorized Cummins service provider so you can get it resolved immediately.

How do I resolve this important safety recall? Contact your local authorized Cummins service provider or distributor to schedule the inspection of your recalled engine. You should plan on the initial inspection to take 1-3 hours. Even though Cummins is expecting less than 1% of engines to be defective, please keep in mind that if the inspection proves that there is a defect, then your Cummins service provider will need to request replacement parts which will put your truck out of service until new parts can be shipped and installed. We don't expect this to happen very often but it is a variable to plan for. All inspections and remedies will be provided free of charge.

Once your truck has been inspected and/or remedied, we ask that you complete the online form found here:

[https://bit.ly/21V334\\_2021-277\\_RecallForm](https://bit.ly/21V334_2021-277_RecallForm). You may also email us at [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com) with the last 6 of the VIN, the shop that completed the repair and date of completion. That way we can keep track of the trucks that have been inspected for our reporting to the National Highway Traffic Safety Administration.

You can find your local service provider by visiting <https://www.cummins.com/locations> or calling 1-800-286-6467 (1-800-CUMMINS). If you are having a hard time finding your local Cummins service provider, please reach out to us or your Rosenbauer Dealer.

## Recall 21V-334 / 21E-032



What if I already paid to have this repair completed: Contact Rosenbauer and your Rosenbauer Dealer with the details of the repair as well as a proof of service from Cummins or your Cummins service provider. Once we have received proof of completion, we will mark your truck as having been remedied.

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](mailto: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  
100 Third Street  
Lyons, South Dakota 57041  
PH: 605-543-5591

Scan the QR code to access the online form.



Engine Serial Number Identification Instructions:

1. Lift the chassis cab and locate the Cummins engine:



2. The black serial tag is above the wiring on the passenger side.
3. It will show the engine serial number. Ensure that it matches the ESN at the top of this letter.

