

IMPORTANT SAFETY RECALL – RENOTIFICATION LETTER

May 15 2024

Renotification of Safety Recall Notice NHTSA Recall ID# 22V-025

Owner**Attention: Fire Chief****Address****City, State, Zip, Country****VIN:**

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

What is the issue? Rosenbauer America is recalling certain Fire Trucks equipped with a Meritor 180 Series Rear Axle manufactured between November 2020 and March 2022; to include: 2020 Avengers, 2020-2022 Commanders and 2020-2021 Warriors.

The axles installed on these trucks may have a defect in the rear axle drive pinion that could cause the pinion to fracture. If this happens, the air brake lines that are routed in the proximity of the driveline could be damaged, and if sufficiently ruptured could cause the parking brakes to apply unexpectedly and without the brake lights illuminating appropriately. Brake lights that do not illuminate when the parking brake self-applies while driving could increase the risk of a crash. The driver may hear an audible noise and feel the vehicle slow down due to propulsion from the drive axle. Please exercise caution and safely get to the side of the road if this happens.

How do I know if my truck has this type of equipment? Rosenbauer worked with Meritor to identify the potentially impacted trucks based on the axle series and carrier build dates. If you are receiving this letter, your vehicle may be impacted by this recall. We first ask that you check your vehicle's mileage and follow these instructions:

- **If the mileage is above 8,496 miles /13,672 kilometers**, you will need to email Rosenbauer at recalls@rosenbaueramerica.com. Please send the last 6 of your VIN and the mileage.
 - You will not need to do anything further with this recall and once we have received your email, we will remove your truck from our population.
- **If the mileage is below 8,496 miles / 13,672 kilometers**, you will need to follow the instructions in the next section.

How do I resolve this important safety recall? We recommend that you **call your local Commercial Truck Repair Facility** that is an authorized Meritor repair facility (i.e. Freightliner, Kenworth, etc) to initiate the next steps. In order for them to best serve you, you will need to **provide the following 8 pieces of information:**

1. Full VIN Number (per top of this letter)
2. Axle Model Number (per top of this letter)
3. Axle Serial Number (per top of this letter)
4. Your truck's in-service date
5. Your vehicle mileage
6. Rosenbauer's recall number 22V-025
7. Your contact information
8. A photo as indicated on page 3

When you contact your Repair Facility, please **confirm that they can process claims directly with Meritor**. If they cannot, they will need to acquire authorization prior to helping you with this recall. They can visit meritor.com/warranty for information on how to become authorized or you can find another repair facility is authorized and works with Meritor.

The Repair Facility will open a claim with Meritor's OnTrac Technical Call Center and will use the information you provided to verify that your truck is part of the campaign population. This is based on the model number, carrier build date, mileage, and

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Rosenbauer Motors, LLC.
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Rosenbauer Aerials, LLC.
870 South Broad Street
Fremont, Nebraska 68025
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Rosenbauer Recall # 22V-025

photos of the brake lines in relation to the driveline. With that information, **Meritor will decide if the air brake line routing of your vehicle is susceptible to potential damage** if a pinion fracture were to occur and therefore, if your vehicle is included in the recall. If so, Meritor will order the replacement parts (Carrier with Driveline Yoke, Carrier to Housing Kit, and replacement Driveline fastener kits) to be shipped to the repair facility free of charge. **Because it could take 3 days for Meritor to determine the remedy plan and an additional 3-7 days to build and ship the replacement kits, you can still operate your vehicle** during this time by exercising caution.

Once the parts are received at the Repair Facility, **they should contact you to schedule the appointment**. When the replacement is complete, we ask that you **email Rosenbauer** at recalls@rosenbaueramerica.com. **Please let us know the last 6 of the VIN, which Repair Facility completed the work and date of repair**. We will then ensure Meritor and our Dealers are aware of the completion and update our information to match.

Note: If Meritor decides that your truck is not part of the recall, **the Repair Facility will still need to file a claim with Meritor** to submit your photos and record the result. You will then proceed emailing Rosenbauer with an update.

Please note that we estimate **the repair will take 6 hours** and all repairs will be provided to you free of charge. We realize this is less than ideal for an emergency vehicle so please schedule this appropriately.

Unable to find an authorized Meritor Repair Facility? Please contact your Rosenbauer America Dealer or email recalls@rosenbaueramerica.com so we can come up with a solution. Most large Commercial dealerships are authorized (i.e. Freightliner, Kenworth, IH).

What if I already paid to have this repair completed? Contact Rosenbauer America and your Rosenbauer America Dealer with the details of the repair including: repair shop, repair date, an invoice, vehicle mileage. Once we have received proof of completion and your invoice, we will work with Meritor and coordinate reimbursement.

What if I no longer own this truck or the VIN of my truck doesn't match this letter? please contact Rosenbauer to provide the new owner information by emailing recalls@rosenbaueramerica.com. Rosenbauer will 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

PH: 605-543-5591 / recalls@rosenbaueramerica.com

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Photograph Details

- Your repair facility will request photos similar to what is below so they can start a claim with Meritor’s OnTrac System.
- **Photos are mandatory** for Meritor to determine if your vehicle is part of the recall. Photos will be required even if you or your repair shop think it will be exempt due to the chassis and hose configuration.
- We are suggesting that you can submit these to your repair facility **ahead of time** to avoid multiple appointments.
- The best way to obtain the photos is to use a creeper to slide under your truck, face towards the rear axle, **use a light source** if it’s too dim and snap a photo with your phone. Below is an example of this with a white box indicating the specifics they will look at.



2022-020 Recall Checklist:

- ✓ Did you verify your truck’s mileage is under 8496 miles / 13672 km?
- ✓ Did you find an authorized Meritor Service Provider?
- ✓ Did you provide them with photos and information regarding your truck?
- ✓ Did they contact you to book an appointment?
- ✓ Did you email Rosenbauer (recalls@rosenbaueramerica.com) telling us your truck was remedied or not included in the recall?

We always appreciate your help in resolving important safety recalls.

www.rosenbaueramerica.com

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