

IMPORTANT SAFETY RECALL

Attention: Dealer Name

September 15, 2023

Re: Safety Recall Notice NHTSA Recall ID# 23V-536

Dear Rosenbauer Dealer:

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 a vehicle in your network may have a defect that could affect the safety of a person.

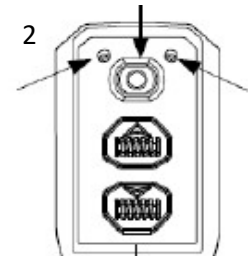
Federal law requires the Recall Remedy completed on this unit prior to customer delivery. If there are any units in your possession at the time you have received this letter, please contact us. Owner notification letters will be mailed in the next 7 days.

What is the issue: Rosenbauer America is recalling certain fire trucks equipped with a **Warn VR EVO winch because the wireless remote control that may malfunction.** Water exposure to the remote control can cause corrosion on the circuit board. This may cause the winch to operate when not intended or turn off when the switch button is released. **The driver or winch operator may hear the winch motor running when not intended.** There is a safety risk of **personal injury if the winch operates unexpectedly** and your safety is our number one concern.

What are we asking our customers to do: The population is small but includes 2020-2022 Commercial F-550, 2022 Commercial M2-106, 2022 Commercial M2-112, 2022 Commercial 567 and 2021 Rosenbauer Commander and Avenger. Rosenbauer American has worked with Warn to identify which trucks received the recalled remote controls. **Please check these two things on the remote – recalled remotes will fall into BOTH categories:**



1. Recalled remotes will have a serial number range of: 03062019xxxx – 29112022xxxx. Serial numbers are located on the back side of the winch drum support.
2. AND the components on the switch face are black in color.



How should customers resolve this issue: If the vehicle has a remote matching the two sets of criteria detailed above, please follow the instructions on page 3. **More details can be found at bit.ly/WarnInfo.**

- **Stop** using the remote.
- Follow the attached instructions and **inspect** the inside of the remote for corrosion.
- **Remove** the battery pack from inside the remote as shown in the attached instructions to disable the wireless control function.
- The remote can still be used to control the winch when **physically plugged** into the winch without the battery pack.
- Keep the remote **dry and unplugged** when not in use.

NOTE: Inspection and replacement will take approximately 10 minutes.

Once the battery pack is removed:

- **file a claim** with Warn here: <https://datarebate.com/warn2023/>
- **alert Rosenbauer** this recall is complete by filling out this form: bit.ly/23V536_Form

What will Warn do after filing a claim:

- Warn will replace the existing VR EVO remote with a “corded-only” remote if any internal corrosion is observed when removing the battery pack.
- As compensation for losing the wireless functionality on the existing remote or replacement “corded-only” remote, Warn Industries will provide current VR EVO **winch owners with a \$100 coupon** valid toward the purchase of a new wireless remote product, or any other future purchase on www.warn.com.
- Registration and instructions on **how to receive your coupon** can be found at: bit.ly/WarnInfo.
- NOTE: Winch owners will be required **to provide verification** of battery pack removal and or proof of purchase to receive the coupon.

What do we need from our dealers: Dealers should assist Rosenbauer customers in identification and disassembly of the recalled remotes. We will be using the SRS ticket system to track everything related to this recall. Please submit an SRS ticket if you are assisting the customer and include 23V-536 in the complaint area. We also request all invoices uploaded to the SRS.

What if the customer already paid to have this repair completed: The customer should contact Rosenbauer and your Rosenbauer Dealer with the details of the repair including pictures of the completed repair and remedied part as well as a labor sheet or invoice. Once we have received proof of satisfactory completion and a copy of the invoice, we will coordinate reimbursement.

What if the customer listed no longer owns this truck: The customer should contact Rosenbauer to provide the new owner information. Rosenbauer will then contact the new owner.

If the customer listed is no longer lessor of this vehicle: We ask the customer to please forward a copy of this notice to the lessee within 10 days to comply with federal regulations or to contact us for assistance.

We apologize for any inconvenience this safety recall may cause, but safety is our first concern. Lisa Sampson will be your main point of contact regarding this recall.

Truck(s) included in this recall:

Sincerely,
Rosenbauer America Warranty Department



On your smartphone? You can use this QR Code to access Rosenbauer’s online form to tell us the recall is complete!

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.

VR EVO Remote Battery Pack Removal Instructions

Take time to fully read and complete all instructional steps and warnings.

⚠️ WARNING Always store the remote control in a protected, clean, dry area.

⚠️ WARNING Never leave remote control where it can be activated during free spooling, rigging, or when the winch is not being used.

⚠️ WARNING Never leave the winch remote control plugged in when installing, freespooling, rigging, servicing or when the winch is not being used.

1. Using a Phillips screwdriver, remove the three screws from the remote control cover.

2. Remove the remote control cover and locate the battery pack.

⚠️ WARNING If corrosion is observed on the circuit board or battery pack, **DO NOT USE THE REMOTE**. Contact Warn Industries' Customer Service for a replacement.

3. Cut the gray and white wires to release the battery pack from the remote.

4. Remove and discard the battery pack completely. Take a picture to provide proof of battery pack removal to receive new remote & coupon from Warn per the recall notice.

5. With battery pack removed, replace the remote control cover and the three screws.

6. When winch is not in use, unplug the remote control cable from the remote control base **AND** the winch remote socket. Store the remote control in a protected, dry place.

For further information or any questions contact:

WARN INDUSTRIES, INC.
 12900 S.E. Capps Road,
 Clackamas
 OR USA 97015-8903
 1-503-722-1200,
 Customer Service:
 1-800-543-9276
 or visit www.warn.com.

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Please find more details at this link: bit.ly/WarnInfo

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