

IMPORTANT SAFETY RECALL

Attention: Dealer Name

February 22, 2024

Re: Safety Recall Notice NHTSA Recall ID# 23V-894

Dear Rosenbauer Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Rosenbauer America (Rosenbauer) has decided that a defect which relates to motor vehicle safety exists in certain 2020-2022 Avengers, 2017-2024 Commanders, 2020-2023 Warriors, 2023 F-350s, 2023 F-550s, 2024 114SD.

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 work with Weldon to resolve immediately. Owner notification letters will be mailed in the next few days.

What is the issue? Rosenbauer America is recalling certain Rosenbauer fire trucks with **defective Weldon 8x16 nodes**. The nodes were not built to the proper specification and **may become overloaded resulting in an unplanned increased risk of heat related damage or fire**.

How do I know which trucks have this type of equipment? Rosenbauer America worked with Weldon to identify which vehicles are impacted and a list will be emailed with this letter. The remedy was applied to any vehicles that shipped after December 22, 2024.

How does the vehicle owner resolve this important safety recall? The remedy identified by Weldon is a **firmware update** that should take less than **15 minutes**. All the affected nodes installed in the customer's vehicle can be updated with one connection to the V-MUX network via the **Weldon Service App and downloader kit**. The design files and functionality should not be affected and access to the exact nodes is not necessary. **This can be done at the next scheduled PM or repair.**

- **Customers can contact their Rosenbauer Dealer to line up the repair.** If the Rosenbauer Dealer can not perform the repair, the customer or their preferred shop may contact Weldon directly to coordinate (email the vehicle's VIN and recall # 23E-084 to fsg-rma@idexcorp.com). **The repair will be provided to the customer free of charge.** More details are in the attached recall information document from Weldon.
- **Once the repair is complete, the customer should inform Rosenbauer the recall is complete by using ONE of these two methods:**
 - Fill out this online form: bit.ly/49Mzl17
 - Email the last 6 of the VIN with our recall number 23V-894 to recalls@rosenbaueramerica.com.

What do we need from our dealers: If the dealer is performing the remedy, please **review the attachments from Weldon** and contact them directly to obtain a downloader kit if you do not have one. You will also **seek reimbursement from Weldon** directly per their instructions. We would like to use 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-894 in the complaint area. You also will have the option to send the recall # and last 6 of the VIN to recalls@rosenbaueramerica.com email.

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
Wyoming, Minnesota 55092
P: 651-462-1000

Rosenbauer Motors, LLC.
5190 260th Street
P.O. Box 549
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P: 651-462-1000

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

What if the customer already paid to have this repair completed? Contact Rosenbauer 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 your invoice, we will coordinate reimbursement.

What if the customer listed no longer owns or no longer leases this truck? Please contact Rosenbauer at recalls@rosenbaueramerica.com to provide the new owner information. Rosenbauer will then contact the new owner.

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.*

Sincerely,
Rosenbauer America Warranty Department

Attachments:

Copy of Owner Notification Letter

Weldon Update App Instructions

List of impacted trucks in Dealer region



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.

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