

## IMPORTANT SAFETY RECALL

### Owner

**Attention: Fire Chief**

### Address

**City, State, Zip, Country**

**This notice applies to your vehicle: VIN**

September 27, 2023

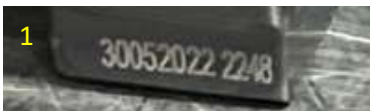
Re: Safety Recall Notice NHTSA Recall ID# 23V-536

Dear Owner of a Rosenbauer Fire Apparatus:

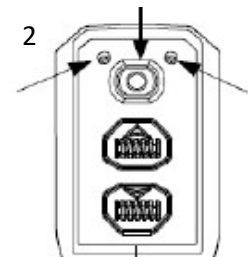
This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Rosenbauer has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2022 Commercial F-550, 2022 Commercial M2-106, M2-112, Commercial 567, 2021 Commander, and Avenger vehicles. Federal law requires that the Recall Remedy is completed on this unit prior to customer delivery.

**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.

**How do I know if my truck has this type of equipment:** The population 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 your 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 do I resolve this important safety recall:** If the vehicle you own 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](https://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 you have removed the battery pack:**

- **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](http://bit.ly/23V536_Form)

**What will Warn do after filing a claim:**

- **Warn will replace your 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 your 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](http://www.warn.com).
- Registration and instructions on **how to receive your coupon** can be found at: [bit.ly/WarnInfo](http://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 if I already paid to have this repair completed:** 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 your invoice, we will coordinate reimbursement.

**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. If you have any questions processing this recall, please reach out to Rosenbauer America at **605-543-5591** or [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com). You may also reach out to Warn Industries at **800-543-9276** or by emailing [cs@warn.com](mailto:cs@warn.com).

Sincerely,  
Rosenbauer America Warranty Department  
100 Third Street  
Lyons, South Dakota 57041  
PH: 605-543-5591



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](http://www.warn.com).

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Please find more details at this link: [bit.ly/WarnInfo](http://bit.ly/WarnInfo)

[www.rosenbaueramerica.com](http://www.rosenbaueramerica.com)

[recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com)

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 P: 605-543-5591

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 5190 260th Street  
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