

IMPORTANT SAFETY RECALL

Owner

Attention:

Address

City, State, Zip, Country

This notice applies to your vehicle, VIN

February 22, 2024

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

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 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.

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 if my truck has this type of equipment? Rosenbauer America worked with Weldon to identify which vehicles are impacted and if your VIN matches this letter, you will need to seek out the remedy. The remedy was applied to any vehicles that shipped after December 22, 2024.

How do customer resolves 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 your 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**.

- **We encourage all customers to contact their Rosenbauer Dealer to line up the repair**. However, we realize that this may not be possible so the customer or the customer's preferred shop can contact Weldon direct to coordinate (**email your 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, please use ONE of these two methods to notify Rosenbauer that the repair is complete.**
 - Fill out this online form bit.ly/49Mz117.
 - Email the last 6 of your VIN with our recall number 23V-894 to recalls@rosenbaueramerica.com.

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.

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
Wyoming, Minnesota 55092
P: 651-462-1000

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

What if I no longer own or lease this truck? Please contact Rosenbauer at recalls@rosenbaueramerica.com 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 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

Attachments:
Weldon Technical Service Bulletin



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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