

## IMPORTANT SAFETY RECALL

**Owner**

**Attention: Dealer**

**This notice applies to vehicle, VIN**

September 15, 2024

Re: Safety Recall Notice NHTSA Recall ID# 24V-604

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 2023-2024 Rosenbauer Commanders.

**What is the issue?** Rosenbauer America is recalling certain Rosenbauer fire trucks with **potentially defective suspension assemblies from Reyco Granning**. The independent front suspension (IFS) assembly from Reyco Granning was built with four bolts that may be prone to hydrogen embrittlement. This could lead to the **bolt heads snapping off after alignment or retorquing procedures**. If this happens, the fastener heads could detach at high speed, posing a risk of injury to anyone nearby or to those servicing the vehicle.

**How do I know if my truck has this type of equipment?** Rosenbauer America worked with Reyco Granning to identify the impacted trucks and **if the VIN matches this letter, you will need to seek out the remedy**. The remedy was applied to all vehicles that shipped after August 13th, 2024.

**How does the customer resolve this important safety recall?** The remedy identified by Reyco Granning is detailed in the **attached technical service bulletin**, which will show the service shop **how to inspect and replace** the defective bolts. The service shop can **contact Mark Bachman at Reyco Granning to coordinate replacement parts ahead of the repair and seek reimbursement**. You can find his contact information on page 2.

The **removal of the bolts is not a safety issue** as the failure only occurs after tightening the fasteners.

Reyco Granning is allowing 2 hours for the repair and will provide the bolt kits free of charge and the customer should plan for the repair to take two hours.

**Once the repair is complete, please email [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com) with the date of repair and the last 6 of the VIN.**

**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 no longer owns or leases this truck?** Please contact Rosenbauer at [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com) to provide the new owner information. Rosenbauer will then contact the new owner.

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

[recalls@rosenbaueramerica.com](mailto: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

**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.

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

*Attachments:*  
*Reyco Granning Technical Service Bulletin*

Contact Information for requesting replacement bolts  
& seeking reimbursement:

Mark Bachman  
[mbachman@reycogranning.com](mailto:mbachman@reycogranning.com)  
Phone: 417-466-1044  
Cell: 765-714-6540

Email [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com) when repair is complete or if you have any questions.