

IMPORTANT SAFETY RECALL

[REDACTED]

This notice applies to your vehicle, [REDACTED]

September 16, 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 retorque 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 your 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 your service shop **how to inspect and replace** the defective bolts. Contact your dealer or Louie's Service Center in Iman, KS who has agreed to perform the remedy. Your dealer will have more information. 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. Please plan for the repair to take two hours.

Once the repair is complete, please email recalls@rosenbaueramerica.com as well as your Rosenbauer Dealer with the date of repair and the last 6 of the VIN.

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:
Reyco Granning Technical Service Bulletin

Contact Information for requesting replacement bolts
& seeking reimbursement:

Mark Bachman
mbachman@reycogranning.com
Phone: 417-466-1044
Cell: 765-714-6540

Email recalls@rosenbaueramerica.com when repair is complete or if you have any questions.