



U.S. Department of Transportation

**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 24, 2025

25V475

Marlin Hansen  
Rosenbauer America  
5201 260th St.  
Wyoming, MN 55092

**Subject:** Odometer May Freeze

Dear Marlin Hansen:

This letter serves to acknowledge Rosenbauer America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

ROSENBAUER/COMMANDER/2019-2024  
ROSENBAUER/AVENGER/2019-2022  
ROSENBAUER/WARRIOR/2019-2024

**Mfr's Report Date:** July 21, 2025

**NHTSA Campaign Number:** 25V475

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

**Potential Number of Units Affected:** 788

**Problem Description:**

Rosenbauer America (Rosenbauer) is recalling certain 2019-2022 Avenger, 2019-2024 Commander, and Warrior fire trucks equipped with an Innovative Controls instrument panel. A software error may cause the odometer to freeze and not display accurate mileage.

**Consequence:**

An inaccurate odometer reading can unintentionally delay critical safety-related maintenance, potentially impairing the safe operation of the vehicle and increasing the risk of a crash.

**Remedy:**

Dealers will replace the instrument panel, free of charge. Owner notification letters are expected to be mailed September 15, 2025. Owners may contact Rosenbauer customer service at 1-651-462-1000.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

**Reimbursement Plan Not Supplied**

Provide a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers, and dealers, in accordance with 49 CFR 573.13. Your company's plan may incorporate by reference a general reimbursement plan previously submitted to NHTSA, together with information specific to the individual recall. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (49 CFR 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the reimbursement section of an amended Part 573 Recall Report through the NHTSA Recalls Portal.

**AMENDED 573 REQUIRED.**

**Chronology Not Supplied**

As required by 49 CFR §573.6, provide a summary of all warranty claims, field or service reports, and other information (such as the number of deaths and/or injuries) with their dates of receipt. Submit this information through an amended Part 573 report through the recalls portal. If additional space is needed, please upload as a separate miscellaneous document.

**AMENDED 573 REQUIRED.**

**Planned Notification Begin and End Dates Not Supplied**

Provide the estimated date(s) for which your company will notify owners regarding this safety recall as required by (49 CFR 573.6 (c)(8)(ii), in an amended Part 573 Recall Report through the NHTSA Recalls Portal. The planned end date exceeds the 60 day mailing requirement.

**AMENDED 573 REQUIRED.**

**Please be reminded of the following requirements:**

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Rosenbauer America's contact for this recall will be Sarah Shiver who may be reached by email at SARAH.SHIVER@DOT.GOV. We look forward to working with you.

Sincerely,

*Alex Ansley*

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement