

## IMPORTANT SAFETY RECALL

### Attention: Dealer Name

September 10, 2025

Re: Safety Recall Notice NHTSA Recall ID# 25V-475

Dear Rosenbauer Dealer:

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 2019-2022 Avengers, 2019-2024 Commanders, 2019-2024 Warriors.

**Federal law requires the Recall Remedy completed on this unit prior to customer delivery.** If there are any units in your possession at the time you have received this letter, please work with Weldon to resolve immediately. Owner notification letters will be mailed in the next few days.

**What is the issue?** Rosenbauer America is recalling certain Rosenbauer fire trucks with **Innovative Controls Analog Clusters**. The trucks were built with a faulty gauge cluster which could lead to unintentional delays in safety related maintenance, potentially impairing the safe operation of the vehicle and increasing the risk of a crash. There have been no reported injuries or deaths due to this defect.

**How do I know if my truck has this type of equipment?** Rosenbauer America worked with Innovative Controls to identify which clusters were 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 July of 2025

**How do I know which trucks have this type of equipment?** Rosenbauer America worked with Weldon to identify which vehicles are impacted and a list will be emailed with this letter. The remedy was applied to any vehicles that shipped after December 22, 2023.

**How does the customer resolve this important safety recall?** The remedy identified by Rosenbauer is a analog gauge cluster replacement, that should take less than **60 minutes**. The affected master gauge cluster installed in your vehicle will be updated with accurate mileage found within internal memory storage after replacement of the cluster. This should not wait until your next service or scheduled visit to a Rosenbauer service station. Please call and schedule with your preferred dealer to ensure the remedy is installed in a timely manner.

- **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 Rosenbauer Service to coordinate.
  - [rbatechnicalserviceadvisors@rosenbaueramerica.com](mailto:rbatechnicalserviceadvisors@rosenbaueramerica.com)

**What do we need from our dealers:** If the dealer is performing the remedy, please **review the open recall ticket within CRM** and contact Innovative Controls directly for a replacement cluster. You will also **seek reimbursement from Innovative Controls** directly per their instructions. [rma@innovativecontrolsinc.com](mailto:rma@innovativecontrolsinc.com) Dealers are required to use CRM ticket system to track everything related to this recall. Please submit an CRM ticket if you are assisting the customer and include 25V-475 in the complaint area. You also will have the option to send the recall # and last 6 of the VIN to [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com) email.

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

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

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

**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 listed no longer owns or no longer 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.

We apologize for any inconvenience this safety recall may cause, but safety is our first concern. *Rick Fiester will be your main point of contact regarding this recall.*

Sincerely,  
Rosenbauer America Warranty Department

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

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

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