

IMPORTANT SAFETY RECALL

Owner

Attention: Fire Chief

Address

City, State, Zip, Country

This notice applies to your vehicle, VIN

September 10, 2025

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

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

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.

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 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 analog gauge cluster 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 Rosenbauer authorized 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

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.

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.

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

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