



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V504

Manufacturer Name: Rosenbauer America

Submission Date: Aug 03, 2026

NHTSA Recall No.: 26V504

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: Rosenbauer America

Address: 5190 260th street
Wyoming MN, 55092

Total number of potentially involved: 18

Estimated percentage with defect: 25%

Vehicle Information

Vehicle 1: 2026-2026 Commercial M2-106

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Emergency Vehicle

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Mar 01, 2025 - Apr 17, 2026

Number of potentially involved: 2

Descriptive Information:

Rosenbauer America was alerted to a supplier recall on the Weldon UV800 screens. All trucks with UV800 screens, confirmed by purchase order, are part of the recall population. The supplier is sending parts to owners which will update the firmware, they will also force start-up which will resolve the defect concern.

Production dates align with the Weldon UV800 production periods from 573 report 26E030.

Vehicle 2: 2026-2026 Commercial HV507

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Emergency Vehicle

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Mar 01, 2025 - Apr 17, 2026

Number of potentially involved: 2

Descriptive Information:

Rosenbauer America was alerted to a supplier recall on the Weldon UV800 screens. All trucks with UV800 screens, confirmed by purchase order, are part of the recall population. The supplier is sending parts to owners which will update the firmware, they will also force start-up which will resolve the defect concern.

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Production dates align with the Weldon UV800 production periods from 573 report 26E030.

Vehicle 3: 2024-2025 ROSENBAUER COMMANDER

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Emergency Vehicle

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Mar 01, 2025 - Apr 17, 2026

Number of potentially involved: 14

Descriptive Information:

Rosenbauer America was alerted to a supplier recall on the Weldon UV800 screens. All trucks with UV800 screens, confirmed by purchase order, are part of the recall population. The supplier is sending parts to owners which update the firmware/software, they will also force start-up which will resolve the defect concern.

Production dates align with the Weldon UV800 production periods from 573 report 26E030.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The UI may exhibit an intermittent condition where either (1) a touch response issue where certain zones of the touch screen may not respond to the user or (2) fail to boot up when powered. In either case, turning the power to the UI and/or the vehicle off and on again clears the issue

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

If the UI exhibits one of the described conditions, and there are not redundant controls, functions including fire pump operation may be impaired, increasing the risk of injury to operators in an emergency situation

Description of the cause:

Root cause is being researched. Preliminary results indicate two root causes. One is an issue that affects the touch processor start up calibration sequence and it appears that may be resolved with a software update. Second appears to be a hardware issue which may require a hardware solution. The hardware solution is the addition of a watchdog device to make sure the affected screens start up properly

Identification of any warning that can occur:

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There are no specific warnings that occur prior to the failure. In the case of a failure to boot up, the UI screen will be blank. Checking the screens at power up is one way to determine if they have an issue

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: Hale Products Inc.

Address: 607 NW 27th Avenue
Ocala FL, 34475

Country: United States

Involved Components

Component Name 1: UV800

Component Description: User Interface Touch Screen

Component Part Number: 610-00060-080-50

Component Name 2: UV800

Component Description: User Interface Touch Screen

Component Part Number: 610-00060-080-51

Component Name 3: UV800

Component Description: User Interface Touch Screen

Component Part Number: 610-00060-081

Component Name 4: UV800

Component Description: User Interface Touch Screen

Component Part Number: 610-00091

Chronology

7/13/26: Rosenbauer America was notified of a supplier recall

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7/16/26: Rosenbauer America began discussions with the supplier to determine cause, effected serial numbers, and method of correction

7/23/26: Hale/IDEX supplied instructions to correct defect and PO list was supplied to ensure all effected units were captured.

7/29/26: Coordination call with NHTSA Safety Recall Specialist

8/3/2026: Rosenbauer America submitted part 573 recall

Related NHTSA Recall Number: 26E030

Description of Remedy

Remedy Type: Repair

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Hale Products will arrange the installation of an Enovation Controls Inc firmware update to remedy the touch reliability issue found on this population of screens and the installation of a Class1 watchdog to make sure the Enovation screen starts up From HALE 573 report 26E030

How remedy component differs from recalled component:

The remedy components will have a decal applied after the Enovation firmware is installed. The second part of the remedy, the Class1 watchdog is visibly installed behind the screen and is visually obvious and this will be shown in the remedy installation instructions. From HALE 573 report 26E030

Identify how/when recall condition was corrected in production:

The same remedy to be installed on vehicles delivered to the field is applied to production. Production shipments were halted in April as the company researched the issue. Production scheduled to restart week of May 11 with Enovation Controls screens that have the remedy installed -From HALE 573 report 26E030

Reimbursement Plan

Description of reimbursement program:

Any units exhibiting the condition prior to the recall would have been covered under warranty. For any labor costs not covered under warranty, customers should contact Hale Products directly to seek reimbursement.

Period of reimbursement:

There is no prescribed limit on the time frame to submit a reimbursement request.

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The remedy kit is supplied free of charge, and the labor reimbursement is 1 hour even though the estimated remedy installation time is less than 1/2 hour. This extra time covers vehicle to vehicle variation.

Address for reimbursement claims:

607 NW 27th Avenue
Ocala FL, 34475

Recall Schedule

Description of recall schedule:

Planned Dealer Notification Date: Aug 05, 2026 - Aug 06, 2026

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Aug 12, 2026 - Aug 14, 2026

☐ Phased Recall

Date when VIN will be searchable: Aug 14, 2026