

IMPORTANT SAFETY RECALL

Attention: Dealer Name

October 5, 2026

Re: Safety Recall Notice NHTSA Recall ID# 26V-640

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 2025-2026 Commanders, 2024-2025 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 **Rosenbauer America** to resolve immediately. Owner notification letters have been mailed out.

What is the issue? Rosenbauer America is recalling certain Rosenbauer fire trucks with 'Wheels Now' wheels. The trucks were built with faulty wheels which were improperly welded. These wheels begin to crack and fail, potentially impairing the safe operation of the vehicle and increasing the risk of a crash

How do I know which trucks have this type of equipment? Rosenbauer America used 'Wheels Now' orders and Rosenbauer part numbers to track and identify which wheels were impacted and if your VIN matches this letter, you will need to seek out the remedy.

How does the customer resolve this important safety recall? The remedy identified by Rosenbauer Chassis Engineering is a replacement pair of front steer wheels. The design and functionality should not be affected. **This is a stop drive recall, and requires immediate repair.**

- **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.
- **Once the repair is complete, please use ONE of these two methods to notify Rosenbauer that the repair is complete.**
 - Email the last 6 of your VIN with our recall number 26V-640 to recalls@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 recalls@rosenbaueramerica.com for a replacement pair of steer wheels. Dealers are required to use CRM ticket system to track everything related to this recall. Please submit a CRM ticket if you are assisting the customer and include 26V-640 in the complaint area. You also will have the option to send the recall # and last 6 of the VIN to recalls@rosenbaueramerica.com email.

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.

www.rosenbaueramerica.com

recalls@rosenbaueramerica.com

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5181 260th Street
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Wyoming, Minnesota 55092
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Rosenbauer Aerials, LLC.
870 South Broad Street
Fremont, Nebraska 68025
P: 402-721-7622

What if the customer listed no longer owns or no longer leases this truck? Please contact Rosenbauer at 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.

Sincerely,
Rosenbauer America Warranty Department
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PH: 605-543-5591

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