



Technical Service Bulletin

*****Attention this is not recall*****

Please read the entire Technical Service Bulletin before proceeding with any work. Contact Rosenbauer America if there are any concerns with information contained in this document.

Subject: Glued-In Windows

Applies To: Certain 2020 Rosenbauer Commanders and Warriors chassis with Manufacturer Coach Glass.

Condition: The glass frit could break down and cause the window to come loose or fall.

Correction: Follow these steps to determine if you have faulty glass. Then work with your Rosenbauer Dealer to arrange for a replacement window through an approved automotive glass installation company.

Tools Needed: Pocket Screwdriver

Time Allowed: 5 mins to check the frit, 1 hour to replace 1 window.

How to check the frit:

- Inspect the outside of the window and look for the separation.
- If this is not visible, use a pocket screwdriver and lightly scratch at the black frit from the inside of the cab.
- If the frit starts to flake off, please take a picture and contact your Rosenbauer Dealer to arrange for a replacement.
- The dealer should use the SRS system to request a replacement. Please include TSB-031921 in the complaint section.
- Pictures are below.



See the separation.



See the flaking on the frit which shows when LIGHTLY using a screwdriver to scratch at the frit.

This Technical Service Bulletin is intended to be used as a written guide, for trained Professional Technicians in performing service of a specific nature to a specific product. Technicians should have the appropriate training to complete the work to industry standards. They should also have the tools and equipment to do the work in a safe and proper manner.