



Customer:
Attention:
Address:
City, State, Zip:
Country:
VIN:

Service Information Letter

Please read this entire Information Letter before proceeding. Contact Rosenbauer America at email address below if there are any concerns with information contained in this document.

Subject: Panther Door Visual Examination of frame welds and glass adhesion.

Applies to: 2018-2020 Rosenbauer Panther 4x4 and 6x6 Chassis.

Reason: Rosenbauer America has received a few reports of cracks in door frame welds and/or loss of glass adhesion to frame. Rosenbauer Engineering is requesting preliminary examination of doors frames and glass adhesive.

Action/Compliance: Examine and document the condition of the door frame welds and glass adhesion in good light. Please examine all angle locations of the door frames on the interior of the cab (see red circles on photo). You may see cracks in the painted surface or actual defects in the material. Separation of window glass adhesive may be detected by firmly pressing the glass from the inside next to the frame and looking alongside for visible separation of the seal from either glass or frame.

If no weld cracks or separations of glass adhesive are seen in this initial inspection, please email recalls@rosenbaueramerica.com to schedule a later, in-depth inspection by our field service personnel. When emailing, please include the last six digits of your VIN number found in this letter indicating that you did not find any cracks or separation.

If separation of adhesive from glass or frame, or a crack in the paint over a weld **is** noted, please photograph to document this and email to recalls@rosenbaueramerica.com with the last six digits of your VIN, as well as any description of what you found. Rosenbauer America Service personnel will respond and follow-up to schedule the repair.

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