



Rosenbauer America Technical Service Bulletin TSB-23002

Subject: Rosenbauer has identified some cylinders in our aerials that need their set screw inspected and possible repair.

Applies To: Trucks that have 100' or 109' aerials or 100' tillers built from Jan 2019 through August 2023.

Communication: Rosenbauer Nebraska will notify the customers directly and request that whoever completes the inspection and repair fill out an online form.

Assistance Needed: Review the TSB & WI. Provide support to our customers if they call to schedule lug repair which is detailed on the work instruction.

Note: This is a technical service bulletin with a work instruction and is not a recall.

These two documents will be placed on the Dealer Portal.

Contact RNEService@rosenbaueramerica.com with questions.

Technical Service Bulletin



Date: 8/18/2023	Editor: Dawn Osborn	Form ID: TSB-23002
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Component	Extension Cylinders - 2 per aerial
Apparatus Make & Model	Rosenbauer America 100' Aerials, 109' Aerials and 100' Tillers
Complaint	The set screw was not installed into the lug of some cylinders used in our aerials for connecting the rod.
Problem	After continual use of the aerial, there is a rare potential the lug could spin out away from the cylinder. The probability of this happening is low.
Priority Level	Medium

Impacted Parts		
Part Number	Part Name	Quantity
45932	109' Extension Cylinder	2 per truck
46611	100' Extension Cylinder	2 per truck
46612	100' Tiller Extension Cylinders	2 per truck

Correction	Set screws and loctite will be sent to all customers whose trucks were produced from 1/1/2019 to present day (8/18/2023) that have 100' aerials, 109' aerials or 100' tillers. Follow the attached work instructions provided by Rosenbauer (document # WI23001). Fill out the online form when complete (link: bit.ly/TSB23002).
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Duration	
Working Hours	Inspection: 15 minutes to verify if the set screw is in place or out of place; includes time to fill out online form. Installation: 30 minutes for set screws to be installed; includes time to fill out online form. Lug repair: 2 hours to repair lug gap on cylinder; includes time to fill out online form. *Suggested to contact your local Rosenbauer authorized dealer to schedule lug repair.

Reimbursement Terms
Rosenbauer will reimburse you for the approved time to identify the set screws, complete the installation, or repair the gap from the lug to the cylinder. The approved labor rate will be set at your local dealer rate. Travel is not included. Please submit invoices via email to cwitthuhn@rosenbaueramerica.com within 30 days of completion. If you have any questions, please contact RNEService@rosenbaueramerica.com or by calling 402-721-7622 and asking for Service.

Notify Rosenbauer Aerials as soon as modification has been completed by filling out the online form (bit.ly/TSB23002). A QR code is on the work instructions.
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Date: 08/22/2023**Editor:** JCarpenter**Form ID:** WI23001**Subject: Set Screw in Extension Cylinders**

Please use this work instruction in relation to Rosenbauer America TSB-23002.

This work instruction is split into three separate sections: Identification, Installation, and Repair. Please follow the instructions closely.

Cylinder Set Screw Identification

Time Allowed:*15 Minutes***Tools Needed:***1/8" Allen Wrench***Identification:**

1. Verify that both extension cylinders have the set screw (see Fig. 2) in the lug at the end of the rod, and there is no gap between the rod and lug (see Fig. 1).
2. Verify the set screw is tight in the cylinder with the allen wrench (see Fig. 1).
3. If it is tight and has no gap like Figure 1, take photo for verification of set screw in the cylinder that looks like Fig. 1.
4. Fill out this online form (link: bit.ly/TSB23002) and upload the photo to the form.
5. If no set screw is in place, proceed to the installation portion on page 2.
6. If there is a gap between the rod and the lug, proceed to the repair portion on page 3.

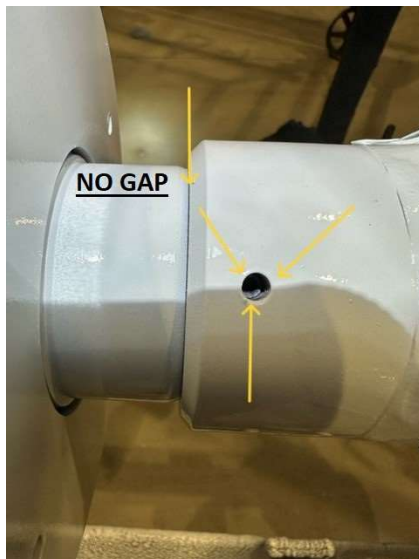


Fig. 1



Fig. 2

Cylinder Set Screw Installation

Time Allowed:

15 Minutes

Tools Needed:

1/8" Allen Wrench

Installation:

1. If the set screw is missing verify that the lug has not backed out (see Fig. 4) and there is no gap (see Fig. 3).
 - a) If there is no gap, apply the blue Loctite to the set screw and insert the set screw into the hole then tighten with the allen wrench.
 - After the screw is installed and it looks like Figure 3, take a photo and submit with the online form (link: bit.ly/TSB23002).
 - b) If there is a gap (see Fig. 4) proceed to Lug Repair on page 3.



Fig. 3



Fig. 4

Cylinder Set Screw Lug Repair

Time Allowed:

2 hours per cylinder

You may contact your local Rosenbauer authorized dealer to schedule lug repair if you choose to do so.

Tools needed:

- A. (1) 1/8" allen wrench
- B. (1) 5-32" allen wrench
- C. (1) 9/16" wrench
- D. (1) Hammer
- E. (2) 7/16" wrenchs
- F. (1) Small prybar
- G. Universal grease
- H. A bar that is smaller than the pin that you are removing from the traveler so you don't damage the pin when removing. (see Fig. 5)

Installation:

1. Extend the ladder out a foot at 0° elevation, then turn truck off.
2. Verify that the lug has a gap.
3. Remove retaining bolt, use the small bar and hammer and drive this pin out.
 - Be careful not to hit the paint.
4. Locate the extension cylinder counterbalance valves(see Fig. 6)



Fig. 5



Fig. 6

5. Go to the opposite cylinder from the one you are working on. Use the 9/16" wrench and 5/32" allen wrench on the counterbalance valve to loosen jam nut.
 - First turn the allen screw all the way in and record the number of turns in.
6. Turn the set screw counter clockwise until resistance is felt.
 - a) When reinstalling this you will need to run the set screw all the way back in and then unscrew this the previously recorded number of turns out.
 - b) Hold the allen wrench and tighten jam nut
7. Turn truck on and use the manual hydraulic handle to slowly extend the ladder. This will retract the cylinder.

Note: There is a chance the other cylinder could start retracting and extend the ladder – if this becomes an issue, please contact RNE.
8. Retract the cylinder until the lug comes out of the traveler.
9. Using a small prybar, tighten the cylinder lug until it is flush to the rod (see Fig. 4).
10. Once lug is flush to the rod apply Loctite to set screw, install and tighten.
11. Retract the ladder to extend the rod back out into the traveler.
 - a) You will need to guide this in and line the pin hole up. You may need to turn the rod as you extend it out
 - b) The traveler may tilt, if that occurs loosen the cables on that side of the ladder, regrease the pin, reinstall the pin and retaining bolt. *Tighten the cables **ONLY** if you had to loosen them.*
14. Reset the extension cylinder counterbalance valve.
 - a) Run the set screw all the way back in and then unscrew previously recorded number of turns (*from step 5.*).
 - b) Use an allen wrench to tighten jam nut.
15. After following these steps, it should look like Figure 1 on page 1. Please take photo for verification of set screw and submit via the online form (link: bit.ly/TSB23002).



On your smartphone? You can use this QR Code to access the online form.

1. Open the camera app on your smartphone and hold it up to this code like you're going to take a picture.
2. A link will pop up on your screen, click the link and a web browser will take you to the online form.