



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 4, 2020

Mr. Wayne Miller
National Service Manager
Rosenbauer America
5181 250th street
Wyoming, MN 55092

NEF-150MR
20V-108

Subject: Foam Pump System May Overheat and Fail

Dear Mr. Miller:

This letter serves to acknowledge Rosenbauer America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ROSENBAUER/COMMANDER/2018

Mfr's Report Date: February 25, 2020

NHTSA Campaign Number: 20V-108

Components:

EQUIPMENT

Potential Number of Units Affected: 1

Problem Description:

Rosenbauer Motors (Rosenbauer) is recalling one 2018 Commander emergency vehicle equipped with Smart Foam 6.5-12 systems. The foam pump system can overheat and fail, causing fire fighting foam chemical to be unavailable to fight a fire.

Consequence:

If the fire fighting foam chemical injection is unavailable, it can impact the fire fighting and/or vapor mitigation efforts, which increases the risk of injury to bystanders and emergency personnel.

Remedy:

Rosenbauer will notify the owner, and a dealer will replace the SmartFoam 6.5 12 volt systems with SmartFoam 6.5 24 volt systems and a voltage converter, free of charge. The recall is expected to begin in March 2020. Owners may contact Rosenbauer customer service at 1-651-462-1000.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Rosenbauer's proposed owner notification letter and we have approved it for distribution.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement