

Lisa Sampson

From: Lisa Sampson
Sent: Wednesday, December 23, 2020 2:05 PM
To: redacted
Formal Notification Letter - Re: Recall 20V-728

Subject: 20V-728 PTO Recall Notification Letter for redacted.pdf
Attachments:

Greetings,

Attached is our dealer notification letter notifying you of the impacted trucks related to recall 20V-728 for the Muncie PTO. Some things to note:

- Hard copy letters will be mailed to these customers in the next 1-2 weeks. Please note that most of our customers have not received notification yet.
- If you prefer a hard copy letter instead of this email, please let me know and I will arrange to mail one.
- If you need more information related to the impacted trucks, feel free to reach out.
- If a truck isn't listed in this letter, it's because we fixed it already.
- Please note that we are asking the customers to verify the model number of their PTO first and then contact us for replacement parts. We can also send them an instructional video and document explaining how to do the repair but we are asking for photographs afterwards to ensure it was done.
- If you would like the instructional video, please contact Nate or I and we will send you the link.
- As always, you can reference additional information on the NHTSA website www.safercar.gov.

Thank you for your patience as we work through the process. Happy Holidays and Happy New Year.



Lisa Sampson

Rosenbauer America, LLC
redacted

Rosenbauer South Dakota will be closed December 25th, December 26th, and January 1st for the Holidays.