



IMPORTANT SAFETY RECALL

Owner Name

Address

VIN(s)

12/28/2020

Re: Safety Recall Notice NHTSA Recall ID# 20V-728

Dear Owner of a Rosenbauer Fire Apparatus:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This is to inform you that your vehicle may have a defect that could affect the safety of a person. Federal law requires the Recall Remedy completed on this unit prior to customer delivery.

What is the issue?: Rosenbauer America is recalling certain 2017-2020 Emergency Response Aerial vehicles equipped with a certain model of Muncie Power Take Off. The Muncie Power Take Off may disengage causing the aerial ladder to become inoperable. The result could impact your fire fighting and rescue mission when the ladder won't move, increasing the risk of injury.

How do I know if my truck has this type of equipment: Please verify the model number on the power take off of your Aerial Ladder. To locate the tag and PTO, see the instructions below. Once you have located the PTO, contact Rosenbauer by emailing recalls@rosenbaueramerica.com and provide the truck's VIN, model # of the power take off and if the unit failed. Even if it didn't fail, we will provide replacement parts. In the event that you have a CS24 model, we would appreciate an email letting us know so we can account for this truck but the CS24 model is not part of this recall.

How do I resolve this important safety recall: Contact Rosenbauer at recalls@rosenbaueramerica.com or your Rosenbauer Dealer to line up the repair of the Muncie PTO which entails a new solenoid and case. If you prefer to do it yourself, contact Rosenbauer to obtain the replacement parts and an instructional video and instructional document. We request a photo be emailed to us that the replacement is completed with the VIN and model #. The estimated time for the repair is ½ hour-1 hour depending on the clocking position however, if you take your truck to your dealer, we request you schedule an appointment.

What if I already paid to have this repair completed: Contact Rosenbauer or your Rosenbauer Dealer with the details of the repair and you will receive reimbursement.

www.rosenbaueramerica.com

info@rosenbaueramerica.com

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ROSENBAUER MOTORS, LLC.
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ROSENBAUER AERIALS, LLC.
870 SOUTH BROAD STREET
FREMONT, NEBRASKA 68025
P: 402.721.7622



What if I no longer own this truck: please contact Rosenbauer to provide the new owner information. Rosenbauer will then contact the new owner.

If you are the lessor of this vehicle: please forward a copy of this notice to the lessee within 10 days to comply with federal regulations or you can contact recalls@rosenbaueramerica.com for assistance.

If after having attempted to take advantage of this recall you believe you have not been able to have your fire apparatus remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C. 20590 or call the toll-free vehicle safety hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,
Rosenbauer America Warranty Department
870 S. Broad St.
Fremont, NE 68025
PH: 402-721-7622

PTO Model Number Identification Instructions

To identify your PTO model, you will need to check the first 4 digits on the ID plate. The ID plate is located on the side of the PTO. If the first 4 digits are MC1A you will need a Rear Cover/Solenoid conversion kit. If the first 4 digits are CS24 you will NOT need a Rear Cover/Solenoid conversion kit. See the following photos to aid in determining what PTO your Aerial is equipped with.



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