



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 23, 2020

Mr. Chris Blackwelder
Vice President
Rosenbauer America
100 3rd street
Lyons, SD 57041

NEF-150MR
20V-779

Subject: Lighting and HVAC Display May Lock Up

Dear Mr. Blackwelder:

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/2018-2021
ROSENBAUER/WARRIOR/2019-2020

Mfr's Report Date: December 15, 2020

NHTSA Campaign Number: 20V-779

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 85

Problem Description:

Rosenbauer America (Rosenbauer) is recalling certain 2018-2021 Commander and 2019-2020 Warrior vehicles equipped with Weldon V-Mux Vista IV Standard LCD displays used for controlling emergency vehicle lighting and HVAC functions. These displays may experience low voltage spikes and cause the LCD display to lock up or become nonfunctional, due to varying electrical installations.

Consequence:

If the LCD display becomes locked up or non-functional it can delay emergency efforts, which can increase the risk of injury.

Remedy:

Rosenbauer will notify owners, and dealers will repair or replace the IV Standard LCD displays, free of charge. The recall is expected to begin in December 2020. Owners may contact Rosenbauer customer service at 1-651-462-1000. Rosenbauer's number for this recall is 20E-078.

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.

Please be reminded of the following requirements:

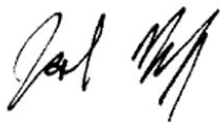
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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