

Lisa Sampson

From: Lisa Sampson
Sent: Monday, March 8, 2021 4:10 PM
To: redacted
Subject: Formal Notification Letter Re: Recall 20V-779
Attachments: redacted_20V-779_Dealer Notification Letter-pdf.pdf; 20V-779 Work Instructions - PDF.pdf

Greetings,

Attached is our dealer notification letter and work instructions related to the 20V-779 Weldon Vista Screen recall. We are notifying you that there are impacted truck(s) in your network. Some things to note:

- Hard copy letters will be mailed this week to our impacted customers.
- If you prefer a hard copy letter, please let me know and I will mail you one.
- If a truck isn't listed in this letter, it's because we fixed it in production.
- Please note that we are asking for verification of model number and serial number to determine it is part of the recall. Instructions are in the letter.
- To avoid any out of service incidents, we ask that you work with us to arrange for a screen ahead of the repair appointment. That way you will have a good screen ready for the swap.
- We are asking that you use the packaging to send back the "bad" screen. Instructions are attached.

Feel free to reach out to recalls@rosenbaueramerica.com. Thank you for your attention to helping us resolve this recall.



Lisa Sampson

Rosenbauer America, LLC
Redacted
