



## IMPORTANT SAFETY RECALL

Owner

Attention:

Address

City, State, Zip, Country

VIN(s)

February 11, 2021

Re: Safety Recall Notice NHTSA Recall ID# 20V-779

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 Rosenbauer Commanders, Rosenbauer Warriors, Rosenbauer Avengers as well as some Commercial Pumpers and Rescues that have a 1 or 2 Weldon V-MUX Vista IV Interface displays that were shipped to Rosenbauer America between April 2020 and October 2020. The recalled displays could lose voltage for a moment when the voltage drops out (i.e. starting the engine) therefore, may not auto-restart on their own or may lose button function. More details can be found here: <https://static.nhtsa.gov/odi/rcl/2020/RCMN-20E078-6596.pdf>.

How do I know if my truck has this type of equipment: We have included identification instructions at the bottom of this document. If the Vista display manufacturer part number is: 6242-0010-44, 6242-0010-30, 6242-0110-44 and if the serial number falls between: 10242924 and 10252498, it is part of this recall.

How do I resolve this important safety recall: Contact your Rosenbauer Dealer to schedule an appointment for the repair. Rosenbauer is committed to ensuring your truck won't be in repair for long by shipping a remedied screen ahead of your scheduled repair but you should estimate the repair to take 30 minutes per screen. The remedied parts and repair will be provided to all customers free of charge. We anticipate being able to provide the remedied parts in a timely manner but we're seeing extended transit times so we encourage you to wait until the units have shipped before scheduling the repair. If you are unable to coordinate this recall process through your dealer, you may contact Rosenbauer directly for a work instruction and parts at [recalls@rosenbaueramerica.com](mailto:recalls@rosenbaueramerica.com) and after receiving an invoice, we will process reimbursement of .5 hours of labor per screen.

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.



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](mailto: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. We will work with you to resolve this recall in a timely manner with the expectation that it is completed within 90 days.

Sincerely,  
Rosenbauer America Warranty Department  
5190 260<sup>th</sup> St.  
Wyoming, MN 55092  
PH: 651-462-1000

### Identification Instructions

The Vista IV Interface display is located on the dash. Some trucks have 1 or 2 displays located by the driver and officer-side seats. The Weldon manufacturer number and serial number are located on the back of the screen.

