

Lisa Sampson

From: Lisa Sampson
Sent: Thursday, July 15, 2021 1:36 PM
To: Lisa Sampson
Subject: Formal Notification Letter Re: Recall 21V-334

Greetings,

Attached is our dealer notification letter related our Recall # 21V-334 and Cummins Recall # 21E-032. We are notifying you that there are impacted trucks in your network. Some things to note:

- Hard copy letters will be mailed next week to our impacted customers.
 - o 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 serial number to determine it is part of the recall. Instructions are in the letter.
- Cummins is predicting a less than 1% defect. In the event of the defect, Cummins should overnight the replacement rail system to the authorized service Cummins provider to ensure we are not out of service for more than 1-2 days.
- If any of these trucks are at the dealer's location for pre-delivery inspections, they will need to be inspected by an authorized Cummins service provider prior to customer delivery per Federal Law.

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



Lisa Sampson

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