



IMPORTANT INTERIM SAFETY RECALL NOTICE

Owner

Attention: Fire Chief

Address

City, State, Zip

Country

VIN

September 22, 2021

Re: Interim Safety Recall Notice NHTSA Recall ID# 21V-562

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Dear Owner of a Rosenbauer Fire Apparatus:

This interim 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 due to a potential of having the wrong tire inflation, which could result in an underinflated tire that can cause a crash. ***Please take note that this is an interim notification as we gather more information.***

Federal law requires the Recall Remedy completed on this unit prior to customer delivery.

What is the issue?: Rosenbauer recently discovered we have a compliance issue where there is a discrepancy of information on the incomplete manufacturer certification label and the final stage manufacturer certification label located on the B pillar of our Rosenbauer fire trucks. Our further investigation found that on those labels, some of the gross vehicle weight ratings and/or tire pressure PSI could be incorrect. If your tires have a lower PSI than what is recommended for the GVWR, then there is a risk of a tire malfunction which could result in an accident. Due to the safety risk, Rosenbauer America is recalling the following fire trucks: All 2012-2021 Rosenbauer Commanders, Warriors and Avengers.

How do I know if my truck has this type of equipment? Rosenbauer is diligently working to analyze our data and determine the population effected. We are expecting that <1% of the population will have a safety risk due to the potential of underinflated tires.

To help us with this analysis, **Rosenbauer is requesting that all our customers upload pictures of the certificate labels located on your truck's B pillar.** We have set up a secure website where you will input your customer name and contact info (Fig. 1 below). For additional reference, below is the location of the B pillar (Fig. 2 below). We kindly request that you submit pictures within 14 days of receiving this letter.

How do I resolve this important safety recall? **Once we have analyzed the information on your certificate labels pictures, we will notify you again if your truck is part of the recall and if you need new certificate labels and an incomplete vehicle document.** At that time, we will advise you to set your tires to the corresponding PSI on those labels. We plan to finalize this in the next 30-60 days.

www.rosenbaueramerica.com

recalls@rosenbaueramerica.com

ROSENBAUER SOUTH DAKOTA, LLC.
100 THIRD STREET
LYONS, SOUTH DAKOTA 57041
P: 605.543.5591

ROSENBAUER MINNESOTA, LLC.
5181 260TH STREET
P.O. BOX 549
WYOMING, MINNESOTA 55092
P: 651.462.1000

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



In the interim, please check your truck tires for tread separation or bulges in tread or sidewall which indicates a potentially underinflated tire. If you witness tire malfunction, please submit pictures to Rosenbauer and your dealer of the certificate labels on the B pillar as well as the tire malfunction and contact your dealer immediately so they can submit a ticket.

Page | 2 What if I no longer own this truck: please contact Rosenbauer by emailing recalls@rosenbaueramerica.com 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
100 Third Street
Lyons, South Dakota 57041
PH: 605-543-5591



Figure 1: To submit photos, please go to this website: <https://form.jotform.com/212628744543055>

The website will look like this and require you to enter your contact information including the last 6 of your VIN which is found on the certificate labels.

21V-562 Rosenbauer Recall Photo Submission

First Name *

Last Name *

Email *
example@example.com

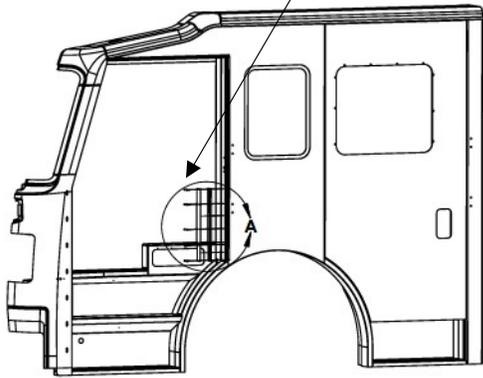
Phone *
(000) 000-0000
Please enter a valid phone number.

Company Name (i.e. Fire Dept or Dealer Name) *

Last 6 Digits of VIN *

Picture Upload *
Browse Files
Drag and drop files here

Figure 2: You should find your certificate labels on the B Pillar Location is circled below.



The certificate labels should be mounted like this:

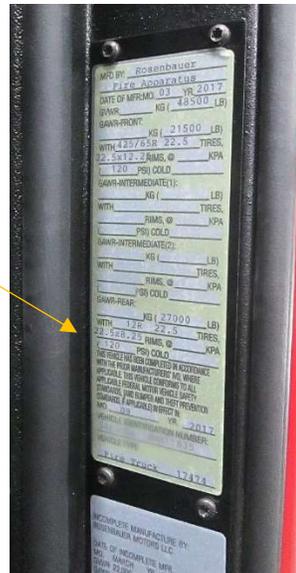


Please note: WE NEED PICTURES OF BOTH LABELS.

We will need a picture of the incomplete certificate label that looks like this:



And a final stage cert label pic like this:



In the event that you do not have a certificate label on your B pillar, please check inside the driver's side door for these certificates and submit pictures per the instructions in Figure 1.