



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

1200 New Jersey Avenue SE  
Washington, DC 20590

January 3, 2024

Ms. Lisa Sampson  
Rosenbauer America  
100 3rd St  
Lyons, SD 57041

NEF-107SS  
23V-894

**Subject:** Overloaded Electrical System May Cause Fire

Dear Ms. Sampson:

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/AVENGER/2020-2022  
ROSENBAUER/COMMANDER/2019-2024  
ROSENBAUER/COMMERCIAL 114SD/2024  
ROSENBAUER/COMMERCIAL F-350/2023  
ROSENBAUER/COMMERCIAL F-550/2023  
ROSENBAUER/WARRIOR/2020-2023

**Mfr's Report Date:** December 22, 2023

**NHTSA Campaign Number:** 23V-894

**Components:**

ELECTRICAL SYSTEM

**Potential Number of Units Affected:** 534

**Problem Description:**

Rosenbauer America is recalling certain 2020-2022 Avenger, 2019-2024 Commander, 2020-2023 Warrior, 2023 Commercial F-350, F-550, and 2024 Commercial 114SD vehicles. In the event of a short circuit or wiring failure, the firmware may fail to shut off the output pin, resulting in overloaded electrical circuits.

**Consequence:**

Overloaded electrical circuits can overheat, increasing the risk of fire.

**Remedy:**

Dealers will update the firmware, free of charge. Owner notification letters are expected to be mailed February 19, 2024. Owners may contact Rosenbauer America customer service at 1-651-462-1000.

**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.nhtsa.gov](http://www.nhtsa.gov).



Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

**AMENDED 573 REQUIRED.**

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Rosenbauer America's contact for this recall will be Sarah Shiver who may be reached by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement