

Part 573 Safety Recall Report

20V-108

Manufacturer Name : Rosenbauer America

Submission Date : FEB 25, 2020

NHTSA Recall No. : 20V-108

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Rosenbauer America

Address : 5190 260th street
Wyoming MN 55092

Company phone : 6514621000

Population :

Number of potentially involved : 1

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2019 Rosenbauer Commander

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : 4-DOOR

Power Train : DIESEL

Descriptive Information : The number of vehicles involved in the recall is 43. In going through the records with Hale Products Inc only one of there recalled Smart Foam 6.5-12 systems was sold to Rosenbaur America.

Production Dates : OCT 17, 2016 - AUG 15, 2019

VIN Range 1 : Begin : 54F2DC821JWM12160 End : 54F2DC821JWM12160 ☒ Not sequential

Description of Defect :

Description of the Defect : The foam pump system can overheat under certain operating conditions. Repeated or severe overheating can cause the system to fail. If the system fails, fire fighting foam chemical is not longer available.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the system fails, the vehicle user no longer has access to firefighting foam chemical injection which may impact firefighting and / or vapor mitigation efforts, increasing the risk of physical harm to emergency personal and bystanders.

Description of the Cause : NR

Identification of Any Warning None
that can Occur :

Supplier Identification :

Component Manufacturer

Name : Hale Products Inc.
Address : 607 NW 27th Ave
Ocala FLORIDA 34475
Country : United States

Chronology :

August 2018, Hales received single report of a performance issue on a 12 volt 6.5 foam pump unit in the field. Upon review, the issue was traced to plumbing restrictions and installation issues on the truck itself. Hales repaired the pumping on the truck. The same unit had a repeat complaint the following month which was thought to be a chemical used and the unit was replaced. The issues was considered a singular issue at the time. March 2019, Hale was advised the same vehicle with replaced system was no longer functional. The system was again replaced and the non functional system was returned to to Hale for evaluation. April 2019 Hale started further evaluation to understand whether the events occurring with the effected customer was a broader issue. The additional evaluation continued through August 2019 and included attempts to simulate vehicle conditions and operation and installation scenarios. Testing results later revealed that the 12 volt system had the potential to overheat and over time could eventually fail. Testing also indicated this issue does not exist with other products, including the 24 volt system because the current draw is lower. In mid-August 2019, Hale decided to conduct a recall to address the issue posed by the 12 volt units.

Description of Remedy :

Description of Remedy Program :	Replace Smart foam 6.5-12v systems with 6.5-24v systems and a voltage converter. Sb-175 describes how the systems will be replaced free of charge using the Hale RMA process to pay for the anticipated labor after contacting OEM vehicle manufacturers (our dealers) for contact information.
How Remedy Component Differs from Recalled Component :	Part number of the recalled assembly is 501-4480-62-0
Identify How/When Recall Condition was Corrected in Production :	The 6.5-12 system (pm 501-4480-62-0) was discontinued and replaced on August 19th 2019.

Recall Schedule :

Description of Recall Schedule :	Dealer notification will be sent as soon as approved. Then using the vehicle owner information obtained from the vehicle manufacturer, the owner notifications will start.
Planned Dealer Notification Date :	MAR 02, 2020 - MAR 04, 2020
Planned Owner Notification Date :	MAR 03, 2020 - MAR 05, 2020

* NR - Not Reported