



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

DEC - 3 2014

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Ruth Gabaud, Customer Service Coordinator
Wheeled Coach Industries, Inc.
2737 N. Forsyth Road
Winter Park, FL 32792

NVS-214phk
PE14-035

Dear Ms. Gabaud:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE14-035) to investigate allegations of loss of instrument panel cluster functions and other electrical issues in emergency response vehicles while in operation. The subject vehicles include certain model year (MY) 2010 Wheeled Coach Business Class M2 ambulances manufactured by Wheeled Coach Industries. This letter also requests certain information required for the office to complete the investigation.

ODI has been contacted by a repair facility concerning the failure of instrument panel clusters on certain 2010 Wheeled Coach Business Class M2 ambulances. The repair facility alleges this problem occurred numerous times on multiple vehicles while en-route to emergency calls. Copies of the reports are enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All 2009 – 2011 Wheeled Coach Business Class M2 ambulances manufactured for sale or lease in the United States.
- **Subject component:** The instrument panel, gauges and its cluster.
- **Wheeled Coach:** Wheeled Coach Corporation., all of its/their past and present officers and employees, whether assigned to its/their principal offices or any of its/their field or other locations, including all of its/their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Wheeled Coach (including all business units and persons previously referred to), who are or, in or after January 2000, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Loss of instrument cluster functions including but not limited to all lighting operations, general functionality of the gauges and its cluster.
 - **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Wheeled Coach, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Wheeled Coach or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “property damage,” “property damage claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Wheeled Coach has previously provided a document to ODI, Wheeled Coach may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Wheeled Coach’s response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Wheeled Coach has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Wheeled Coach, state the following:
 - a. Vehicle identification number (VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Subject component part number and design version installed as original equipment;
 - f. Date of manufacture;
 - g. Date warranty coverage commenced; and
 - h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled “PRODUCTION DATA.” A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

2. State the number of each of the following, received by Wheeled Coach, or of which Wheeled Coach is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury or fatality;
 - d. Property damage claims;

- e. Third-party arbitration proceedings where Wheeled Coach is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Wheeled Coach is or was a defendant or codefendant.

For subparts "a" through "f, / g," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f" provide a summary description of the alleged problem and causal and contributing factors and Wheeled Coach's assessment of the problem, with a summary of the significant underlying facts and evidence. For item "e, / f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Wheeled Coach's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether vehicle was in response to an emergency;
 - j. Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

4. Produce electronic copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Wheeled Coach used for organizing the documents.
5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Wheeled Coach to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and

reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Wheeled Coach's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

6. Describe in detail the search criteria used by Wheeled Coach to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Wheeled Coach on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Wheeled Coach offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Wheeled Coach has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Wheeled Coach is planning to issue within the next 120 days.
8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Wheeled Coach. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;

- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Wheeled Coach in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part number(s) (service and engineering) of the original component;
 - e. The part number(s) (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Wheeled Coach is aware of which may be incorporated into vehicle production within the next 120 days.

10. Furnish Wheeled Coach's assessment of the alleged defect in the subject vehicle, including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The reports included with this inquiry.

Legal Authority for This Request

This letter is being sent to Wheeled Coach pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information.

Civil Penalties

Wheeled Coach's failure to respond promptly and fully to this letter could subject Wheeled Coach to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, as amended, 49 U.S.C. § 30165(b), provides for civil penalties of up to \$7,000 per day, with a maximum of \$17,350,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by 77 Fed. Reg. 70710 (November 27, 2012)). This includes failing to respond completely to ODI information requests.

If Wheeled Coach cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Wheeled Coach does not submit one or more requested documents or items of information in response to this information request, Wheeled Coach must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Confidential Business Information

All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office. In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE13-008 in Wheeled Coach's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel.

If Wheeled Coach claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Wheeled Coach must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Wheeled Coach is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the phrase "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONTAINS CONFIDENTIAL BUSINESS INFORMATION" (as appropriate) must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats. *See* 49 CFR 512.6(c) (as amended by 72 Fed. Reg. 59434 (October 19, 2007)).

If you have any questions regarding submission of a request for confidential treatment, contact Otto Matheke, Senior Attorney, Office of Chief Counsel at otto.matheke@dot.gov or (202) 366-5253.

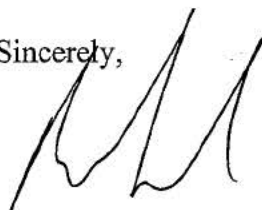
Due Date

Wheeled Coach's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by February 13, 2015. If Wheeled Coach finds that it is unable to provide all of the information requested within the time allotted, Wheeled Coach must request an extension from me at (202) 366-6938 no later than five business days before the response due date. If Wheeled Coach is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Wheeled Coach then has available, even if an extension has been granted.

Please send email notification to Peter Kivett at peter.kivett@dot.gov and to ODI_IRresponse@dot.gov when Wheeled Coach sends its response to this office and indicate whether there is confidential information as part of Wheeled Coach's response.

If you have any technical questions concerning this matter, please call Peter Kivett of my staff at (202) 366-6178.

Sincerely,



Bruce York, Chief
Medium and Heavy Duty Vehicles Division
Office of Defects Investigation

Enclosure 1: Copies of the subject reports referenced above in the second paragraph of this letter.

CAC Fleet Report

DAIMLER

Reference #	0000000
Contact Name	?
Create Date	Oct 27, 2011
Location Code	?
Contact Type	NOT LISTED
Individual Assigned	KIMBERLY KUWABARA
Group Assigned	
Priority	IMPORTANT
Status	NEW
Part No:-	
Part Name:-	
Parts Level 1 Desc:-	
Parts Level 2 Desc:-	
Location Name	?
VIN/Serial#:	1FVACWDT8A
Mileage	16,475
Mileage Type	MLS
Attachments Indicator	NO

Make	Model	Model Year
FREIGHTLINER	BUSINESS CLASS M2	2010

Symptom Code Level 1	Symptom Code Level 2	Symptom Code Level 3	Symptom Code Level 4	NHTSA CAT CD	NHTSA CAT NAME
ELECTRICAL	WARNING INDICATORS - DASH LIGHTS	ERRATIC/INTERMITTENT OPERATION	LIGHT NOT LISTED	11	ELECTRICAL

Note Log

1319830993KKUWABARAMANAGER-KK RECEIVED A CALL FROM CUSTOMER CONCERNED ABOUT REPEAT REPAIRS ON VEHICLE THAT LOSES INSTRUMENT CLUSTER AND DASH LIGHTS FLASH UNTIL BATTERY IS DISCONNECTED. UNIT WORKED ON BY JOHNSON TRUCK CENTER IN MD.

MANAGER-KK CALLED JOHNSON, SPOKE TO DENNIS WHO ADVISED WILL CONTACT SERVICE TECHNICIAN FOR ASSISTANCE AND WILL DISCUSS SERIAL AU7738 THAT HAS SIMILAR ISSUES AND HAS BEEN CALLED INTO SERVICE TECHNICAL.1320256527KKUWABARAMANAGER-KK CONFIRMED THAT SERVICE TECHNICIAN TICKET WAS STARTED ON 10/27 AND WAS RESOLVED AFTER ADVISING TO MAKE CHECKS - ITEMS MAY BE RELATED TO BODY BUILDER INSTALLED COMPONENTS.

MANAGER-KK LEFT A VOICEMAIL FOR CUSTOMER REQUESTING A RETURN CALL TO DISCUSS RESOLUTION OF ISSUES.1320259821KKUWABARAMANAGER-KK RECEIVED A CALL BACK FROM THE CUSTOMER ADVISING BOTH UNITS ARE STILL AT THE RESPECTIVE DEALERSHIPS.1320673918KKUWABARAMANAGER-KK E-MAILED SM OF AWND, TAMMY REQUESTING AN UPDATE ON VEHICLE REPAIRS.1320677062KKUWABARAMANAGER-KK RECEIVED THE FOLLOWING E-MAIL FROM TAMMY WITH AWND:

FROM: TLETELLIER@JOHNSONTRUCKCENTER.COM
 > SENT: MONDAY, NOVEMBER 7, 2011 6:25:03 AM
 > TO: CACCUSTOMER@DAIMLER.COM
 > CC:
 > SUBJECT: RE: CUSTOMER ASSISTANCE CENTER: [CAC-000000004046889]
 >
 > WE HAVE RECEIVED THE PDF FILE FROM CUSTOMER ON BODY INSTALL AND WILL
 > HAVE A TECHNICIAN BACK ON THE TROUBLESHOOTING
 >

1321018822KKUWABARAMANAGER-KK E-MAILED TAMMY WITH AWMD REQUESTING AN UPDATE ON UNIT AND
 CALLED THE CAC LOOKING FOR SOME HELP EXPEDITING THE RESOLUTION OF THE ISSUES THEY ARE HAVING WITH THIS VEHICLE.

240-773-0649 (fax)

--

Rick Strauss, President
DPC Emergency Equipment
335 Strauss Ave
Marydel, DE 19964
rickstrauss@dpcemergency.com
302-492-1245 office
302-492-1340 fax
302-242-1693 cell

CAC Fleet Report

DAIMLER

Reference #	0000000 [REDACTED]
Contact Name	?
Create Date	Oct 27, 2011
Location Code	?
Contact Type	NOT LISTED
Individual Assigned	KIMBERLY KUWABARA
Group Assigned	
Priority	IMPORTANT
Status	RESOLVED
Part No:-	
Part Name:-	
Parts Level 1 Desc:-	
Parts Level 2 Desc:-	
Location Name	?
VIN/Serial#:	1FVACWDT5A [REDACTED]
Mileage	1,700
Mileage Type	MLS
Attachments Indicator	NO

Make	Model	Model Year
FREIGHTLINER	BUSINESS CLASS M2	2010

Symptom Code Level 1	Symptom Code Level 2	Symptom Code Level 3	Symptom Code Level 4	NHTSA CAT CD	NHTSA CAT NAME
ELECTRICAL	WARNING INDICATORS - DASH LIGHTS	ERRATIC/INTERMITTENT OPERATION	LIGHT NOT LISTED	11	ELECTRICAL

Note Log

1319830838KKUWABARAMANAGER-KK RECEIVED A CALL FROM CUSTOMER REQUESTING ASSISTANCE WITH TWO UNITS (SEE SERIAL AU7734) THAT ARE HAVING REPEATED, SIMILAR ISSUES WHERE THE INSTRUMENT CLUSTER FAILS AND THE LIGHTS KEEP FLASHING AND THE ONLY WAY TO GET THE LIGHTS TO STOP (PER THE CUSTOMER) IS TO DISCONNECT THE BATTERY. CUSTOMER STATES LATEST REPAIR ON UNIT WAS AN ICU REPLACEMENT. CUSTOMER STATES ISSUE WAS RESOLVED BY BALTIMORE FTL WITH REPAIR, BUT UNIT STARTED "ACTING UP" AGAIN YESTERDAY AND WILL BE TAKEN BACK TO BALTIMORE. MANAGER-KK SERVICE TECHNICAL REFERENCE 4017898.

1320260172KKUWABARAMANAGER-KK E-MAILED SM OF NKFD ASKING WHERE REPAIR WAS AND REQUESTED NKFD INVOLVE SERVICE TECHNICIAN AS NECESSARY. MANAGER-KK SPOKE TO CUSTOMER AND CONFIRMED UNIT IS STILL AT [REDACTED]

[REDACTED] CALLED THE CAC LOOKING FOR SOME HELP EXPEDITING THE RESOLUTION OF THE ISSUES THEY ARE HAVING WITH THIS VEHICLE. THEY WOULD LIKE A DSM TO BE INVOLVED TO HELP GET THE VEHICLE BACK IN SERVICE AS SOON AS POSSIBLE.

THEY HAVE 18 UNITS LIKE THIS IN THEIR FLEET THAT ARE AMBULANCES.

[REDACTED] REF #'S INVOLVED ARE [REDACTED]

E-MAILED THIS REQUEST TO KIM KUWABARA FOR FOLLOW UP. 1327413741KKUWABARAMANAGER-KK FOLLOWING UP ON TICKET IN WIP STATUS, CALLED NKFD, SPOKE TO PATRICK WHO ADVISED NKFD ROAD TESTED SEVERAL TIMES, LET SIT ON LOT AND COULD NOT DUPLICATE ISSUE. CHECKED ALL BATTERY AND GROUND CONNECTIONS AND FOUND THAT BODY BUILDER HAD A GROUND CABLE CONNECTION IN A HOLE THAT WAS TOO BIG SO NKFD DRILLED ANOTHER HOLE AND REPAIRED. PATRICK STATES THAT ROCKVILLE WAS ADVISED THAT FAILURE WAS DUE TO THE BODY BUILDER. MANAGER-KK RESOLVING TICKET PENDING FURTHER CONTACT FROM CUSTOMER.

Action Requested by CAC

Customer Concern

CSR Comments

From: Lamphier, Steve
To: [REDACTED]
Cc: john.blottenberger@baltimorefreightliner.com; Haas, Robert F.; Krouse, Ernest; Houston, Eric (MCFRS); michael.hernandez@daimler.com
Subject: RE: 2010 Freightliner/Wheeled Coach EMS Units
Date: Tuesday, March 04, 2014 3:24:37 PM

I just spoke with John Blottenberger. I suggested that he contact Rick/Adam/Mike in order to share ideas. A very quick summary as I am late for an appointment. John - if I miswrote here, please feel free to correct me.

- Baltimore County has incurred like problems, but John was not specific.
- There is a service bulletin on either the turn signal or wiper issue - my chicken scratch is not clear. (If it is the turn signal, I know that many turn signal control switches have been replaced in-house.)
- 740 - while diagnosing an ABS issue, found a corrupted bulkhead module, replaced module, and upgraded software version...I am not clear as to what this has to do with the issue at hand.
- 704 and 725 (both at Baltimore Freightliner) - confirmed that the instrument cluster is OOS.
- 704 - replaced instrument cluster - fixed it, but reinstalled old instrument cluster and it worked also. Found chassis ECM with water inside of it, as well as burnt connections. Investigating further.
- John stated that he had not been aware that the battery disconnect/reconnect procedure cleared the problem.
- John questioned why there is not a master battery disconnect switch on these units. As I recall, Freightliner would not allow Wheeled Coach to install it. (Note that the 2007 Freightliner/Wheeled Coach units also do not have a master battery disconnect switch.)
- Finally, the transmission control module failure is a known Allison issue.

I suggested that John and Adam/Mike speak and then once everyone has spoken, we can speak later in the week as to a diagnosis/repair plan.

Thank you.

From: Lamphier, Steve
Sent: Monday, March 03, 2014 4:28 PM
To: [REDACTED]
Cc: john.blottenberger@baltimorefreightliner.com; Haas, Robert F.; Krouse, Ernest; Houston, Eric (MCFRS); 'michael.hernandez@daimler.com'
Subject: RE: 2010 Freightliner/Wheeled Coach EMS Units

Rick - thank you for your time as well as Adam's and Mike's this afternoon. We look forward to an update for Thursday, if not before. Steve

From: Rick Strauss [mailto:rickstrauss@dpcemergency.com]

Sent: Monday, March 03, 2014 3:35 PM

To: Lamphier, Steve; Adam Jarrell

Cc: john.blottenberger@baltimorefreightliner.com; Haas, Robert F.; Krouse, Ernest; Houston, Eric (MCFRS)

Subject: Re: 2010 Freightliner/Wheeled Coach EMS Units

Is tomorrow 10:00 am a good time?

On Mon, Mar 3, 2014 at 10:27 AM, Lamphier, Steve

<Steve.Lamphier@montgomerycountymd.gov> wrote:

John/Rick:

Today 6 of the 17 2010 Freightliner/Wheeled Coach EMS units owned by Montgomery County, MD are out of service. The problem is a combination of the transmission control pad failing, DOT lighting flashing randomly on the cab/chassis, complete loss of the instrument cluster, and/or the windshield wipers turning on (and not be able to be turned off). The solution seems to be disconnecting the battery and reconnecting it.

Furthermore, I am told that the vast majority of the 17 units have incurred this defect at one time or another. In some cases, the defect has occurred again after repairs were made.

While I know that both Baltimore Freightliner and DPC Emergency Equipment have been attempting to resolve the problem, it remains unresolved. This situation is now affecting the operational readiness of the MCFRS as well as affecting PM schedules and running repairs to other EMS units.

It is not reasonable to think that this problem is unique to one unit. We do not know whether it is a Freightliner or a Wheeled Coach issue or both. As such, I am asking that both of you escalate this to whomever can resolve these failures. In addition, this is clearly a vehicle safety issue. I will be escalating it to the Federal government (NHSTA) today. Perhaps that organization is aware of similar problems.

I would like to have a conference call, before Thursday (3/6), with whomever you think needs to be present. This issue must be resolved and resolved rapidly.

Thank you.

Steve Lamphier, CPFP
Apparatus Manager
Montgomery County, Maryland
Fire and Rescue Service
Operations Division, Fleet Section
14935-A Southlawn Lane
Rockville, MD 20850
240-777-2494 (voice)

NEWS RELEASE

Contact: Edward Snider
Director, Dealer Development
(407) 677-7777

For Immediate Release
September 26, 2008



Wheeled Coach Names DPC Emergency Equipment as Dealer for Maryland and Delaware

Orlando, Florida – Wheeled Coach Industries, Inc., the world's largest ambulance manufacturer, has named DPC Emergency Equipment as their ambulance dealer for Maryland and Delaware.

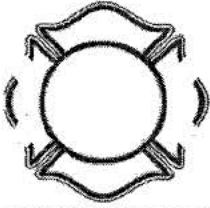
"It gives me great pleasure to announce DPC Emergency Equipment has been named the Wheeled Coach Dealer for Maryland and Delaware. As the recognized volume leader in the ambulance industry, we relentlessly explore ways to provide our customers with the very best sales and service in the areas in which we compete. DPC Emergency Equipment is a family owned and operated business that has been serving Maryland and Delaware since 1990. Without question, their accomplishments in the fire service will extend to EMS seeing as they will now have the complete line of quality Wheeled Coach ambulances," stated Robert Collins, President of Wheeled Coach Industries, Inc.

Ann Strauss, President of DPC Emergency Equipment, added, "We have assisted firefighters in protecting lives and property by providing the best "One-Stop-Shop" in Delaware and Maryland for complete emergency vehicles, certified service and custom fabrication. By aligning ourselves with the industry leader, Wheeled Coach, we will be able to broaden these services and product offerings to both Fire and EMS".

Wheeled Coach is a wholly owned subsidiary of Collins Industries, Inc. In addition to being a leading manufacturer of ambulances (including medical attack vehicles, rescue vehicles and fire emergency vehicles), Collins Industries is North America's largest producer of Type "A" small school buses, the nation's second largest manufacturer of terminal trucks and a leader in the road construction and industrial sweeper markets. Since 1971, the Company has grown to approximately 1,000 employees in six plants comprising over one million combined square feet of manufacturing space. The Company sells its products throughout the United States and abroad.

For more information, visit the Wheeled Coach website at <http://www.wheeledcoach.com>.

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Delmarva Pump Center, Inc. / DBA
DPC Emergency Equipment
www.dpcemergency.com

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Marydel, MD 21649
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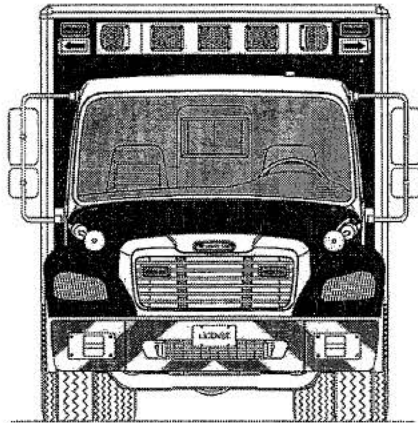
FOR IMMEDIATE RELEASE

MARYDEL, Delaware – May 7, 2013 – The Prince George's County Fire/EMS Department has placed an order with DPC Emergency Equipment for two (2) Wheeled Coach ambulances on Freightliner M2 chassis.

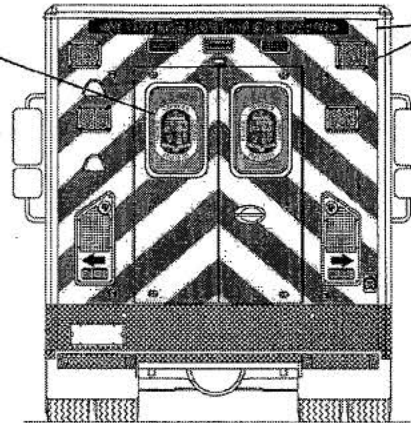
- 2014 Freightliner M2 chassis
- Cummins ISB 240 HP motor
- Allison 2200 EVS automatic transmission
- Alcoa aluminum wheels
- Wheeled Coach Type 9 170" body w/74" headroom
- Coolbar auxiliary A/C condenser
- 6" drop skirts on each side of the body w/custom curbside stepwell configuration
- Double wide CPR seat on streetside
- Medi-Kool MK9606 stainless steel climate controlled unit
- Safety Vision color backup camera w/monitor in cab
- Safety Vision SafeDrive MiniDVR Event Recording System
- Federal Signal E-Q2B electronic siren
- Federal Signal PA300 electronic siren
- (2) Federal Signal BP200-EF siren speakers
- Combination Powerarc & Whelen M Series LED warning lights
- PowerArc P14 LED PowerStick Traffic Advisor
- Tecniq E960 LED auxiliary backup lights
- (3) Whelen Pioneer PSL1R5 LED scene lights – (1) each side of body, (1) rear of body
- (7) TecNique E07 LED dome lights
- Vanner 20-1050CUL 1,000-watt inverter
- Custom lettering and graphics by Wheeled Coach

The trucks were sold by Scot Lucas.

A family owned and operated company, DPC Emergency Equipment has continuously served public safety personnel in Maryland and Delaware for 23 years. DPC is an authorized sales and service dealer for Rosenbauer, PL Custom, and Wheeled Coach in Maryland and Delaware. To learn more about our company, people, products, and services, visit our website at www.dpcemergency.com.



REAR
WINDOW
SEALS
SHOULD BE
PERFORATED
FOR VISIBILITY



FOR ALL
D.O.T.
CONSPICUITY
MARKINGS
ALTERNATE
REFLECTIVE
RED WITH
NON REFLECTIVE
YELLOW

ENLARGE
UNIT
DESIGNATION
PLATE
AS SHOWN

