

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Report**<sup>1</sup>

05V-528  
(10 pages)

On October 31, 2005, Wheeled Coach [MFR] decided that a noncompliance with Federal Motor Vehicle Safety Standard No. 110 exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: November 15, 2005

Furnish the manufacturer's identification code for this recall (if applicable): Will use NHTSAs' code

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Wheeled Coach Industries, Inc.

2737 N. Forysth Road

Winter Park, FL 32792

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Tracey Scurrah, Customer Service Manager

Telephone Number: 800-932-7077 ext 348

Fax No.: 800-513-9569

Name and Title of Person who prepared this report.

Rod Nash

Vice-President of Engineering

Signed: Tracey Scurrah

<sup>1</sup>Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

**I. Identify the Vehicle Models Involved in the Recall**

**2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:**

**Make(s):** Wheeled Coach **Model Year(s) Involved:** 2004-2006 **Model(s):** Type II & III-SRW Ambulances

**Production Dates: Beginning:** 9/1/05 **Ending:** 11/30/05

**VIN Range: Beginning:** See Attached List **Ending:** See Attached List

**Vehicle Type:** MPV **Bodystyle:** Van (Type II) & Box on Van Cutaway (Type III-SRW)

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

Vehicles are Type II Ford E350/Chevy GMT610 van conversions or Type III SRW box on van cutaways delivered between 9/1/05 and 11/30/05. They have either incorrect or missing "Tire & Loading Information" placards in the driver's side door jamb.

**Make(s):** \_\_\_\_\_ **Model Year(s) Involved:** \_\_\_\_\_ **Model(s):** \_\_\_\_\_

**Production Dates: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**VIN Range: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**Vehicle Type:** \_\_\_\_\_ **Bodystyle:** \_\_\_\_\_

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

**Make(s):** \_\_\_\_\_ **Model Year(s) Involved:** \_\_\_\_\_ **Model(s):** \_\_\_\_\_

**Production Dates: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**VIN Range: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**Vehicle Type:** \_\_\_\_\_ **Bodystyle:** \_\_\_\_\_

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

**Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.**

**II. Identify the Recall Population**

**3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.**

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
Wheeled Coach, Type II van ambulances	2005 & 2006	Apx. 80-100 vehicles (81 delivered thus far)
Wheeled Coach, Type III SRW box/van cutaway	2004	Apx. 10 vehicles (3 delivered thus far)

**Total Number Potentially Affected by the Recall:** apx. 80-110

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:** All

**Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:**

Labeling required start date of September 1, 2005.  
All listed vehicles have been delivered since then, or are going to be delivered.  
We believe that production units were being correctly labeled by the end of October, but have extended the recall period through the end of November until we can verify all vehicles are being sent with the correct placard.

**III. Describe the Defect or Noncompliance**

**5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate. A copy of the correct label is attached. Placard required as a result of TREAD Act.**

Affected units either do not have this label, or are labeled incorrectly.

**Describe the cause(s) of the defect or noncompliance condition.**

Our Hutchinson, KS plant did not get the placards installed as required.

**Describe the consequence(s) of the defect or noncompliance condition.**

Customer does not have the load information in the door post, but it is available on the KKK sticker.

**Identify any warning which can (a) precede or (b) occur.**

None

**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

None

**Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:**

N/A

**IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

**6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.**

**7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.**

Labels reviewed by Corporate Engineering at Hutchinson plant on October 21, 2005.

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**V. Identify the Remedy**

**8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.**

Sending correct placard to customer to install on jamb of driver's door.

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**Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.**

Correct load data on new placard.

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**Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.**

We believe correct labeling was under way by the end of October 2005. By end of November, all labels on departing vehicles will be complete and correct.

**VI. Identify the Recall Schedule**

**Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.**

Revised labels to be completed on November 28, 2005. Customer notices will be sent out by November 29, 2005.

**VII. Furnish Recall Communications**

**9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.**

**Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.**

WHEELED COACH  
TYPE II VANS

11/11/05 11:49:29

All Orders Received by Type - by Calendar 97 \*AMD Study\*

PAGE 1

ORDER #	DELIVERED	INVOICE DATE	CUSTOMER NAME	CUSTOMER ADDRESS 1	CITY	STATE	ZIP	VIN
152257	2005-09-03	2005-09-03	NICE FIRE DEPT.	3709 MANZANITA AVE.	NICE	CA	95464	1FDSS34995H32383
262014	2005-09-08	2005-09-08	LEWIS GROUND & AIR AMBULANCE	170 BALL LANE SIMONSWOOD	LAMCASSETTE, UK	UK	1344XX	1FDSS34P05HB45144
252253	2005-09-09	2005-09-09	AMBULMED AMBULANCE	3333 NORTH SAN FERNANDO BLVD.	BURBANK	CA	91504	1FDSS34P65HB32390
252252	2005-09-09	2005-09-09	AMBULMED AMBULANCE	3333 NORTH SAN FERNANDO BLVD.	BURBANK	CA	91504	1FDSS34P75HB32382
252251	2005-09-09	2005-09-09	AMBULMED AMBULANCE	3333 NORTH SAN FERNANDO BLVD.	BURBANK	CA	91504	1FDSS34P55HB32381
252245	2005-09-09	2005-09-09	EMT'S AMBULANCE	2234 SEBLEY BLVD.	DOLTON	IL	60419	1FDSS34P15HB325020
252242	2005-09-12	2005-09-12	EATON MEDICAL TRANSPORT	751 N. LEXINGTON STREET	EATON	OH	43129	1FDSS34P55HB44899
252266	2005-09-14	2005-09-14	DE GRAPP	HAVENWEG	HAALWIJK, NL	NL	XXXXX	1GCGG25L051257441
252265	2005-09-14	2005-09-14	DE GRAPP	HAVENWEG	HAALWIJK, NL	NL	XXXXX	1GCGG25L051257423
252258	2005-09-20	2005-09-20	PICAWAY PLAINS AMB. SERVICE	1950 STONERIDGE DRIVE	CINCINNATI	OH	43113	1FDSS34P05HB32384
252281	2005-09-22	2005-09-22	RAPRETT TRANSPORT	200 BOX 105	CHESCO	PA	18142	1FDSS34P05HB44826
252256	2005-09-22	2005-09-22	TRANS MED AMBULANCE SERVICE	100 DILLEY ST.	FORTY FORT	PA	18704	1FDSS34P55HB32399
252280	2005-09-22	2005-09-22	TRANS MED AMBULANCE SERVICE	100 DILLEY ST.	FORTY FORT	PA	18704	1FDSS34P75HB44824
252296	2005-09-26	2005-09-26	LIFEGUARD TRANSPORTATION SVC.	2401 EXECUTIVE PLAZA	BENSACOLA	FL	32504	1FDSS34P65HB44829
252282	2005-09-26	2005-09-26	HONDA PATH RESCUE SQUAD	46 GAINES ROAD	HONOA PATH	SC	-	1FDSS34P25HB44827
252297	2005-09-26	2005-09-26	LIFEGUARD TRANSPORTATION SVC.	2401 EXECUTIVE PLAZA	BENSACOLA	FL	32504	1FDSS34P75HB44810
252262	2005-09-26	2005-09-26	CENTRAL AMBULANCE	1440 OAKLEPPER RD. BLDG 119	DORAVILLE	GA	30140	1FDSS34P75HB32395
252240	2005-09-26	2005-09-26	MIDWEST MEDICAL	5650 HOWARD	CHICAGO	IL	-	1FDSS34P15HB14055
252261	2005-09-26	2005-09-26	CENTRAL AMBULANCE	1440 OAKLEPPER RD. BLDG 119	DORAVILLE	GA	30140	1FDSS34P75HB32399
252295	2005-09-26	2005-09-26	LIFEGUARD TRANSPORTATION SVC.	2401 EXECUTIVE PLAZA	BENSACOLA	FL	32504	1FDSS34P45HB44828
262007	2005-09-27	2005-09-27	TRI-MED AMBULANCE	13365 48TH AVE. S.	SEATTLE	WA	98168	1FDSS34P46HA26649
252260	2005-09-27	2005-09-27	TRI-MED AMBULANCE	13365 48TH AVE. S.	SEATTLE	WA	98168	1FDSS34P55HB32392
262003	2005-09-27	2005-09-27	TRI-MED AMBULANCE	13365 48TH AVE. S.	SEATTLE	WA	98168	1FDSS34P66HA06554
262004	2005-09-27	2005-09-27	TRI-MED AMBULANCE	13365 48TH AVE. S.	SEATTLE	WA	98168	1FDSS34P66HA06555
262005	2005-09-27	2005-09-27	TRI-MED AMBULANCE	13365 48TH AVE. S.	SEATTLE	WA	98168	1FDSS34P66HA2886
262006	2005-09-27	2005-09-27	TRI-MED AMBULANCE	13365 48TH AVE. S.	SEATTLE	WA	98168	1FDSS34P66HA21069
252246	2005-09-28	2005-09-28	TAYLOR MADE TRANSPORTATION	2901 DRUID PARK CR. #106	BALTIMORE	MD	21215	1FDSS34P65HB25021
252288	2005-09-29	2005-09-29	TRI-LAKES MEDICAL CENTER	303 MEDICAL CENTER DRIVE	BATESVILLE	MS	38606	1FDSS34P75HB32396
252322	2005-09-30	2005-09-30	FEY MOTORS CO., LTD	NO.148 SEC 2, CHIN SHAN S RD.	TAINPEI, TAINAN	TW	XXXXX	1FDSS34P35HB44819
252137	2005-09-30	2005-09-30	BART TO HERT AMBULANCE SVC.	2827 CHURCHVILLE RD.	CHURCHVILLE	MD	21208	1FDSS34P45HB339645
252133	2005-09-30	2005-09-30	BART TO HERT AMBULANCE SVC.	2827 CHURCHVILLE RD.	CHURCHVILLE	MD	21208	1FDSS34P65HB448244
252234	2005-10-05	2005-10-05	MISSION AMBULANCE, INC.	1055 EAST 3RD STREET	CORONA	CA	92879	1FDSS34P55HB49550
252286	2005-10-05	2005-10-05	MISSION AMBULANCE, INC.	1055 EAST 3RD STREET	CORONA	CA	92879	1FDSS34P35HB32394
252287	2005-10-05	2005-10-05	MISSION AMBULANCE, INC.	1055 EAST 3RD STREET	CORONA	CA	92879	1FDSS34P55HB32395
252304	2005-10-10	2005-10-10	TRACE AMBULANCE	8400 W. 183RD PL.	TINLEY PARK	IL	60477	1FDSS34P75HB32399
252303	2005-10-10	2005-10-10	TRACE AMBULANCE	8400 W. 183RD PL.	TINLEY PARK	IL	60477	1FDSS34P25HB32404
252302	2005-10-10	2005-10-10	TRACE AMBULANCE	8400 W. 183RD PL.	TINLEY PARK	IL	60477	1FDSS34P95HB32403
252118	2005-10-11	2005-10-11	COMTRANS, INC.	2336 B. MAGNOLIA	PHOENIX	AZ	85034	1FDSS34P35HB32461
252298	2005-10-12	2005-10-12	AMERICARE AMBULANCE SERVICE	11301 US HWY 92 EAST	SEFFNER	FL	33584	1FDSS34P75HB32401
252289	2005-10-12	2005-10-12	AMERICARE AMBULANCE SERVICE	11301 U S HWY 92, EAST	SEFFNER	FL	33584	1FDSS34P05HB32393
252219	2005-10-18	2005-10-18	LIFEGUARD RESPONSE OF ALABAMA	939 SOUTH PERRY ST.	MONTOGOMERY	AL	36104	1FDSS34P95HB49510
252231	2005-10-18	2005-10-18	NORTHSTAR LERGING	1509 W. UNIVERSITY	FLAGSTAFF	AZ	86001	1FDSS34P55HB44057
252314	2005-10-19	2005-10-19	COMMUNITY EMS, INC.	25400 W. BLIGHT HILL	SOUTHFIELD	MI	48034	1FDSS34P35HB49419
252307	2005-10-19	2005-10-19	HEALTHLINK EMS, INC.	26187 WORTLINE RD.	TAYLOR	MI	48180	1FDSS34P25HB44834
252237	2005-10-19	2005-10-19	AMERICARE AMBULANCE SVC. INC.	11301 U.S. HWY 92 EAST	SEFFNER	FL	33584	1FDSS34P85HB08981
252290	2005-10-19	2005-10-19	AMERICARE AMBULANCE SVC. INC.	11301 U.S. HWY 92 EAST	SEFFNER	FL	33584	1FDSS34P75HB01620
252311	2005-10-19	2005-10-19	COMMUNITY EMS, INC.	25400 WEST 8 MILE RD.	SOUTHFIELD	MI	48034	1FDSS34P75HB44838
252292	2005-10-19	2005-10-19	AMERICARE AMBULANCE SVC. INC.	11301 U.S. HWY 92 EAST	SEFFNER	FL	33584	1FDSS34P55HB33996
252277	2005-10-21	2005-10-21	AMBULMED AMBULANCE	3333 NORTH SAN FERNANDO BLVD.	BURBANK	CA	91504	1FDSS34P15HB44821

Query Name: AMDCAL97

ORDER #	DELIVERED	INVOICE DATE	CUSTOMER NAME	CUSTOMER ADDRESS_2	CITY	STATE	ZIP	VIN
252278	2005-10-21	2005-10-21	AMBOWED AMBULANCE	3133 NORTH SAN FERNANDO BLVD.	BURBANK	CA	91504	1FD5S34P95HB44825
252279	2005-10-21	2005-10-21	AMBOWED AMBULANCE	3133 NORTH SAN FERNANDO BLVD.	BURBANK	CA	91504	1FD5S34P55HB44823
252011	2005-10-24	2005-10-24	SMITH AMBULANCE SERVICE, INC.	214 W. 3RD STREET	DOVER	OH	44622	1FD5S34P56BA26670
262012	2005-10-24	2005-10-24	SMITH AMBULANCE SERVICE, INC.	214 W. 3RD STREET	DOVER	OH	44622	1FD5S34P66BA21095
252276	2005-10-24	2005-10-24	WEST COAST AMBULANCE	6739 VICTORIA AVENUE	LOS ANGELES	CA	90043	1FD5S34P55HB44820
252275	2005-10-24	2005-10-24	WEST COAST AMBULANCE	6739 VICTORIA AVENUE	LOS ANGELES	CA	90043	1FD5S34P85HB12391
262010	2005-10-24	2005-10-24	SMITH AMBULANCE SERVICE, INC.	214 W. 3RD STREET	DOVER	OH	44622	1FD5S34P55HB44820
252237	2005-10-26	2005-10-26	NORTH ESCUPE BUS	200 B. MORGAN	MERTIDAN	TX	76665	1FD5S34P55BA94540
252238	2005-10-28	2005-10-28	AMBULANCE SERVICE OF BRISTOL	1718 SHRELLBY STREET	BRISTOL	TW	37620	1FD5S34P55HB08982
252284	2005-10-29	2005-10-28	MEDA-CARE A.S.	2575 VLIET STREET	MILWAUKEE	WI	53205	1FD5S34P35HB25025
252305	2005-10-28	2005-10-28	MEDA-CARE A.S.	2575 VLIET STREET	MILWAUKEE	WI	53205	1FD5S34P65HB44832
252320	2005-10-28	2005-10-28	MEDA-CARE A.S.	2575 VLIET STREET	MILWAUKEE	WI	53205	1FD5S34P55HB49418
252021	2005-10-28	2005-10-28	COMMUNITY LIFE SUPPORT SYS.	319 W. ABINGTON RD.	CLARKS SUMMIT	PA	18411	1FD5S34P16BA09189
252233	2005-10-28	2005-10-28	AMBULANCE SERVICE OF BRISTOL	1718 SHRELLBY STREET	BRISTOL	TW	37620	1FD5S34P15HB08983
252293	2005-10-29	2005-10-29	AMERICARE AMBULANCE SVC. INC.	11301 U. S. HWY 92 EAST	SEPPYNER	FL	33584	1FD5S34P45HB19397
252236	2005-10-29	2005-10-29	AMERICARE AMBULANCE SVC. INC.	11301 U.S. HWY 92 EAST	SEPPYNER	FL	33584	1FD5S34P95HB01618
252295	2005-10-31	2005-10-31	EAST COAST AMBULANCE SVC.	9505 HARFORD ROAD	BALTIMORE	MD	21234	1FD5S34P45HB12405
252294	-	2005-10-19	LIFESTAR RESPONSE OF ALABAMA	939 SOUTH PERRY ST.	MONTGOMERY	AL	36104	1FD5S34P35HB19998
252274	-	2005-09-14	GENSCO S.A. DE C.V.	LOPE DE VEGA NO. 112-15, COL ARC	GUADALAJARA, NEXICO	XX	40130	1FD5S34P55HB44835
252273	-	2005-09-14	GENSCO S.A. DE C.V.	26187 NORTHLINE RD.	TAYLOR	MI	48180	1FD5S34P15HB44835
252212	-	2005-10-26	LIFE STAR AMBULANCE	15 ABERCROMBIE AVE.	WEST CHESTER	PA	19382	1FD5S34P95HB44839
252213	-	2005-10-26	LIFE STAR AMBULANCE	15 ABERCROMBIE AVE.	WEST CHESTER	PA	19382	1FD5S34P55HB44840
252241	-	2005-09-28	LIFESTAR RESPONSE CORP.	664 BLUE POINT ROAD	MOLTSVILLE	NY	11742	1FD5S34P35HB14056
252217	-	2005-10-31	LIFE STAR RESPONSE OF ALA	939 SOUTH PERRY ST.	MONTGOMERY	AL	36104	1FD5S34P55HB49421
252235	-	2005-09-28	LIFESTAR RESPONSE CORP.	664 BLUE POINT ROAD	MOLTSVILLE	NY	11742	1FD5S34P75HB01617
252233	-	2005-10-18	LIFESTAR RESPONSE OF ALABAMA	939 SOUTH PERRY ST.	MONTGOMERY	AL	36104	1FD5S34P15HB94543
262016	-	2005-10-27	MUNICIPALITY OF TOA RAJA	-	TOA RAJA, PUERTO RICO	PR	XXXXXXXX	1FD5S34P76BA12860
262027	-	2005-10-27	MUNICIPALITY OF TOA RAJA	-	TOA RAJA, PUERTO RICO	PR	XXXXXXXX	1FD5S34P76BA21094
252019	-	2005-10-31	CARRERI MEMORIAL CENTER	227 EAST 19TH ST.	NEW YORK	NY	10003	1FD5S34P16BA89192
252283	-	2005-10-19	LIFESTAR RESPONSE OF ALABAMA	939 SOUTH PERRY ST.	MONTGOMERY	AL	36104	1FD5S34P15HB25024

\*\*\* END OF REPORT \*\*\*

WHEELED COACH TYPE III - SRW

247040 VIN# 1FD5E35P04HB45804  
 247041 1FD5E35P34HB50849  
 247042 1FD5E35PX4HB50850

Dukey Name: AMCAL97

EXAMPLE



**TIRE AND LOADING INFORMATION**

**SEATING CAPACITY | TOTAL 4 | FRONT 2 | REAR 2**

The combined weight of occupants and cargo should never exceed **Kg or 9,400 Lbs.**

TIRE	SIZE	COLD TIRE PRESSURE	SEE OWNER'S ORIGINAL AND ADDITIONAL INFORMATION
FRONT	LT245/75R 18E	80	
REAR	LT245/75R 18E	80	
SPARE	LT245/75R 18E	see above	



*Delivers ...*

DRAFT

<COMPANY>  
<ADDRESS 1>  
<CITY>, <STATE>, <ZIP>

Wheeled Coach Unit: <UNIT>

Date November 30, 2005

Vehicle Identification Number <VIN>

Recall TBD

This notice is sent you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Wheeled Coach Industries has decided that a noncompliance with Federal Motor Vehicle Safety Standard No. 110 exists in certain Type II ambulances that were built in the 2005 & 2006 Model Year. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason:** Some 2005 & 2006 model year Ford E-350 vans have incorrect or missing "Tire and Loading Information" placards in the driver's door jamb. This information will aid you in loading your ambulance to avoid exceeding the gross vehicle weight rating (GVWR).

**Repair:** Installation of the correct vehicle placard.

**How Long It Will Take:** The placard installation should take approximately 5 minutes. The correct placard/decals is enclosed with this notice. A photo showing the correct location is enclosed to help you install the decal. If for some reason you cannot install the decal, you may take your truck and decal to the closest Wheeled Coach service center for installation. Additional installation time may be required depending on the service center's schedule. The postcard enclosed with this letter must be filled out at the completion of this installation and returned to Wheeled Coach.

**Who to Call:** If you have any questions about this procedure, please call Wheeled Coach Customer Service at 1-800-628-8178 between 8 a.m. and 5 p.m. Eastern Time, Monday through Friday.

**New Address Or Sale of Product:** If you received this letter and no longer have the ambulance identified by the VIN at the top of this page, please fill in the name and address of the customer where the vehicle is now located and mail the card to Wheeled Coach.

If for some reason, you don't get this service done without charge, you may contact Wheeled Coach at 1-800-628-8178 or P.O. Box 677339, Orlando, FL 32867-7339. By Federal Law, we are required to notify you that if you are unable to have this remedied without charge within a reasonable amount of time, you may contact the Administrator, National Highway Traffic Safety Administration, 400 Seventh St. SW, Washington, DC 20590 or call the toll-free DOT Auto Safety Hotline at 1-888-327-4236.

We regret the inconvenience this service may cause you. We are committed to your satisfaction.