



April 29, 2005

**Road Rescue RSB-FET-001
NHTSA Recall No. 05V-153**

Dear Dealer:

Road Rescue is recalling all Road Rescue models equipped with the Smart Display electrical system manufactured between 11/01/2002 to 7/1/2005.

Reason: The FET boards in the Power Distribution were designed with Type 1 circuit protection. This allows the board to cycle on and off in the event of an over current condition, that could possible result in a meltdown of the board. The new FET board is equipped with Type 2 circuit protection that will require a hard reset in the event of an over current condition.

We will contact all owners of these units that are affected by this recall. They will be provided with instructions to contact you to make an appointment to have the proper repairs performed. They will also be advised that they do not need to call Road Rescue.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Service Bulletin, schedule the work at your mutual convenience.
2. When the customer arrives for the appointment, ask him/her for his recall letter. You can use this to verify the chassis VIN.
3. It will be helpful to verify the "users" current address and phone number.

COMPLETING THE WORK:

1. **You do not need a work authorization number from Road Rescue to complete this work.** There is no need to call Road Rescue customer service unless you need technical assistance.
2. Do the work following the instructions on the Recall Service Bulletin.

DOCUMENTING THE WORK:

1. Reference to the identified recall number **05V-153** and the completed work on the submitted invoice will satisfy our need for documentation of this recall.
2. **You will be reimbursed for 2 hours labor to install the FET boards.**

If there are contributing factors that cause the recall procedure to take longer than the allotted time, please report that information on your shop repair including details of the circumstances that resulted in additional time. Enter Recall 05V-153 as the work authorization number. The time for these repairs will be considered for reimbursement on a case by case basis.

3. Documents submitted for Road Rescue reimbursement for this recall should not be combined with any other documents being sent to Road Rescue.

PARTS SUPPLY & DISPOSITION:

1. The shipment of parts will be identified with the recall number. If you need additional parts, please order them by calling Road Rescue Customer Service at (800) 328-3804.

ROAD RESCUE ASSISTANCE:

1. If you have **technical questions**, please call Road Rescue s' Customer Service Department at (800) 328-3804.



4/29/2005

Re: Notice of Recall Service Bulletin: RSB-FET-001

Dear Valued Customer,

Please note:

The Vehicle Identification Number that is affected by this recall is on the address label that is on the front of the envelope this letter was contained in.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Road Rescue, Inc. has decided that a defect, which relates to motor vehicle safety, exists in: All Road Rescue models equipped with the Smart Display electrical system manufactured between 11/01/2002 to present.

Reason:

The FET boards in the Power Distribution were designed with Type 1 circuit protection that allows the board to cycle on and off in the event of an over current condition. This could possibly result in a meltdown of the board and lead to the potential for a fire in the power distribution unit. The new FET board is equipped with Type 2 circuit protection that will require a hard reset in the event of an over current condition.

Compliance Repairs:

Remove FET boards from Power Distribution Box and replace with new upgraded FET boards.

Corrective Action:

Your authorized Road Rescue dealer will install the new FET boards per recall safety bulletin RSB-FET-001.

What You Should Do:

Call your authorized Road Rescue dealer without delay to make an appointment to have this recall implemented. **You do not need to call Road Rescue.**

Leased Vehicles: The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter form the manufacturer; both for the initial notification and all subsequent notifications.

Reply Card:

Please fill out the enclosed letter and mail it to us using the enclosed envelop. Please note if you have changed your address, sold, or traded the vehicle.

If the authorized dealer has failed or is unable to remedy the defect without charge and within a reasonable time, contact Road Rescue at **(800-328-3804)**. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the Auto Safety Hotline at 888-327-4236.

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Road Rescue emergency vehicle is of the utmost concern to us.

Best Regards,

Gary Elms
Customer Service Manager
Road Rescue