



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

1200 New Jersey Avenue SE  
Washington, DC 20590

September 14, 2011

MR. DANIEL DEL RIO  
CUSTOMER SERVICE MANAGER  
WHEELED COACH INDUSTRIES  
2737 NORTH FORSYTH ROAD  
WINTER PARK, FL 32792

NVS-215dgl  
11V-470

**SUBJECT: REMOTE BATTERY TERMINAL**

DEAR MR. DEL RIO:

This letter serves to acknowledge Wheeled Coach Industries' notification to the National Highway Traffic Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

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:**

WHEELED COACH/E-350 VAN/2004-2010

**NHTSA Campaign Number:** 11V-470

**Mfg's Report Date:** September 1, 2011

**Components:** EQUIPMENT: ELECTRICAL

**Potential Number of Units Affected:** 725

**Summary:**

WHEELED COACH IS RECALLING CERTAIN MODEL YEAR 2004-2010 FORD E-350 TYPE II DIESEL AMBULANCES, MANUFACTURED FROM MAY 17, 2004, THROUGH APRIL 6, 2011, ORIGINALLY SOLD, OR CURRENTLY REGISTERED IN, MAINE, NEW HAMPSHIRE, VERMONT, MASSACHUSETTS, RHODE ISLAND, CONNECTICUT, NEW YORK, NEW JERSEY, PENNSYLVANIA, DELAWARE, MARYLAND, THE DISTRICT OF COLUMBIA, WEST VIRGINIA, OHIO, INDIANA, MICHIGAN, ILLINOIS, WISCONSIN, MINNESOTA, IOWA, AND MISSOURI FOR A POTENTIAL CORROSION ISSUE ON THE SECONDARY BATTERY TERMINAL.

**Consequence:**

AS THE SECONDARY BATTERY TERMINAL CORRODES, THE WHEELED COACH ACCESSORY POWER CABLE IS AFFECTED AND THE SIREN, WARNING LIGHTS AND INTERIOR PATIENT COMPARTMENT LIGHTS COULD BE INTERMITTENT OR FAIL TO OPERATE, INCREASING THE RISK OF A CRASH.

**Remedy:**

WHEELED COACH WILL MAIL RETROFIT KITS ALONG WITH INSTALLATION INSTRUCTIONS TO CUSTOMERS OR REPAIRS CAN BE PERFORMED BY A SERVICE CENTER FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING SEPTEMBER 2011. OWNERS MAY CONTACT WHEELED COACH CUSTOMER SERVICE AT 1-800-628-8178.

**Notes:**

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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).

As stated in Part 573.7, submission of the first of six 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.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Willard". The signature is fluid and cursive, with a large loop at the end of the last name.

Ric Willard  
Acting Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement