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TO: «DEALER»  
FROM: Rob Wilkey, Field Upgrades and Recalls  
DATE: March 2011  
SUBJECT: Recall Notice **11V-098 Ambulance Attendant Seat**

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## VEHICLE SAFETY DEALER NOTIFICATION - IMPORTANT

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonable equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see, in reading the attached copy of the letter that is being sent to owners, the owners are being instructed to contact Medtec customer service if their dealer does not remedy the condition within three (3) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

### DEFECT INVOLVED

Medtec has determined that a noncompliance which relates to motor vehicle safety exists in certain Medtec Ambulance models manufactured between March 1, 2010 and December 23, 2010. The attendant seat under floor reinforcement plate was inadvertently omitted on these vehicles.

### VEHICLES INVOLVED

Involved vehicles have been identified by Medtec job numbers and are identified on the attached report.

Computer listings contain the complete job number, owner name and address data, and are furnished to involved dealers with the campaign bulletin. Owner name and address data furnished will enable dealers to follow-up with owners involved in this campaign.

### METHOD OF PAYMENT

Payment for the service work involved in this recall will be via the Medtec warranty system.

### REMEDY SERVICE INSTRUCTIONS

Instructions on how to perform the remedy will be issued with a Medtec service bulletin. Parts kits will be issued to each service facility. A Safety Recall Notice Remedy Confirmation form must be filled out and returned to Medtec for every vehicle involved in this recall.

Sincerely,



Rob Wilkey  
Field Upgrades and Recalls