



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Wheeled Coach Industries has decided that a defect, which relates to motor vehicle safety, exists in certain Ford Type II diesel ambulances that were built in the 2004-2010 model year originally sold, or currently registered in Salt States.

Reason: It has come to our attention that in several geographical areas of the country conditions may exist that, over time, will corrode the Ford O.E.M. secondary remote battery terminal. It appears that corrosion of the O.E.M. secondary remote battery terminal is due to road salt and other caustic anti-icing agents used on the public roads of the identified states. When the O.E.M. secondary remote battery terminal fails due to corrosion, it affects Wheeled Coach's accessory power cable. The vehicle continues to operate, including drive ability, headlights, tail lights, brake lights, etc. however accessory electrical functions such as siren, warning lights and interior patient compartment lights would be intermittent or fail to operate.

Units affected are in the "Salt States" which are considered: 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.

Repairs: The secondary battery terminal will be relocated using a parts kit. The repairs will be performed free of charge.

Instructions: Please take your vehicle to the nearest Wheeled Coach Service Center for repairs. If you need information on the nearest Wheeled Coach Service Center, please contact us at 800-628-8178 between 8 AM and 5 PM Eastern Time, Monday through Friday.

How Long:
It Will Take: The repair procedure should take approximately 1 hour.

Process:
for
Reimbursement
(repair facility) Completely fill out enclosed warranty claim form and fax back to the # provided. You will be sent an A.F.A. # (Advanced Factory Authorization) and the necessary parts will be sent to you. Upon completion of the work, please send us an invoice, including the provided A.F.A #. If you have more than 1 vehicle, a separate warranty claim form and invoice will need to be provided in order for proper tracking purposes



If you No Longer

Have the

Vehicle:

Please contact Wheeled Coach Customer Service at 800-628-8178 and inform our warranty department that the vehicle in question is no longer in your possession. You will need to provide either our Work Order # or the VIN which is included in this letter.

Who to Call:

If you have any questions about this procedure, please call Wheeled Coach Customer Service at 800-628-8178 between 8 AM and 5 PM Eastern Time, Monday through Friday.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Wheeled Coach Customer Service at 800-628-8178 between 8 AM and 5 PM Eastern Time, Monday through Friday.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Daniel Del Rio
Customer Service Manager
Wheeled Coach Industries
800-932-7077 x 317