

December 19, 2011

**SAFETY RECALL 11V-568 – Type I Seat Belt in Rear Facing Seats**

Medix Customer  
123 Main Street  
Hometown, USA 12345

RE: Your Vehicle Identification Number:

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

Medix Specialty Vehicles, Inc. has decided that a non-compliance which relates to motor vehicle safety exists in certain 2007 to 2012 model year Van Type II ambulance conversions manufactured from September 2007 to November 2011. Affected vehicles were not in compliance with FMVSS 208 Occupant Crash Protection due to installation of seats in a rear facing position equipped with a Type I seat belt instead of the required Type II seat belt assembly.

**Your vehicle**, identified above, **is affected**. For this reason we ask that you arrange for service to correct the condition without delay. The service and required parts as described in this letter will be provided free of charge.

To correct this condition, Medix Specialty Vehicles, Inc., an authorized representative of Medix Specialty Vehicles, Inc. or your dealer will remove your existing chair or cushion/back pad and replace with an FMVSS 208 Occupant Crash Protection compliant chair with a Type II seat belt assembly.

The work will take about 1 hour to complete. However, additional time may be required depending on how appointments are scheduled and processed. To obtain this free service:

Contact your dealer or Medix Specialty Vehicles, Inc. if purchased factory direct, as soon as possible to schedule an appointment for the free service.

Take the enclosed Owner Notification Form with you at the time of your appointment and give it to your dealer. The form identifies the vehicle and the service that is required.

If you have any problem obtaining the needed repair, please contact the Medix Specialty Vehicles, Inc. customer service at (574) 266-0911, through our “Contact Us” link on our website – [www.medixambulance.com](http://www.medixambulance.com) or via email at [techsupport@medixambulance.com](mailto:techsupport@medixambulance.com) and a Medix Specialty Vehicles, Inc. representative will arrange for prompt attention to your vehicle.

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because government regulations require that notification be sent to the last known owner of record. Our records, which may include state registration and title data, indicate you are the current owner.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience which 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> .

Thank you for attention to this important matter.

Customer Service  
Medix Specialty Vehicles, Inc.