



Road Rescue®
AN ALLIED SPECIALTY VEHICLES COMPANY
In Service for Life™

NHTSA Recall 13V-213

May 31, 2013

North Memorial Ambulance Service
4501 68 Avenue North
Brooklyn Center, MN 55429

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Wheeled Coach Industries, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain Dodge Sprinter 2500 Road Rescue ambulances that were built in the 2008 model year and originally sold to your organization.

Regarding
Vehicles:

VIN	UNIT #
WDOPE745785305418	5659
WDOPE745985305419	5660
WDOPE745X85310919	5662
WDOPE745975220708	5518
WDOPE745775220271	5668

Reason: It has come to our attention that the possibility of a failure of the ambulance power disconnect solenoid utilized in the ambulance conversion portion of these ambulances. When the electrical power is interrupted due to the failure of this solenoid, the siren, warning lights, and patient compartment lights may not operate. The vehicle continues to operate, including drive ability, headlights, tail lights, brake lights, etc.

Repairs: Road Rescue Emergency Vehicles will replace the suspected solenoid, free of charge.

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

How Long To Repair: This replacement procedure should take approximately 1 hour.



Road Rescue®
AN ALLIED SPECIALTY VEHICLES COMPANY
In Service for Life™

Process for
Reimbursement

(Repair Facility): Completely fill out the enclosed warranty claim form and fax it back to the number 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. number. If you have more than one (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 Road Rescue 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 number or the VIN, which is included in this letter.

Who to Call: If you have any questions about this process, please call Road Rescue 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 (10) days.

If you had this repair performed before you received this notification, 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 Road Rescue 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 selling 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, D.C. 20590, or call the toll-free Vehicle Safety Hotline at (888) 327-4236; (TTY: (800) 424-9153); or go to <http://www.safercar.gov>.

Scott Barnes
Vice-President, Sales & Marketing
Road Rescue Emergency Vehicles
(800) 932-7077 x 202