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## **IMPORTANT SAFETY RECALL**

**NHTSA Safety Recall 17E038**

September 15, 2017

**This notice applies to your AEV Ambulance:**

**VEHICLE IDENTIFICATION NUMBER: 1FDXE4**

Dear American Emergency Vehicle Ambulance Owner:

This notice is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Our records indicate that you have purchased a vehicle with the serial number which appears above.

### **REASON FOR THIS RECALL**

TriMark Corporation and American Emergency Vehicles has decided that a defect which relates to motor vehicle safety exists on certain 2017 model year ambulances, identified by the Vehicle Identification No. printed above. We apologize for this inconvenience. We are concerned about your safety and satisfaction with our product.

### **WHAT IS BEING RECALLED**

On certain ambulances the Striker Bolt that engages with the rotary latches on the personnel and compartment doors may be incorrectly manufactured, resulting in a portion of the Striker Bolts being out of specification.

If the Striker Bolt is too hard, there is the possibility that the Striker Bolt may fail to conform to the load requirements of FMVSS 206, Door Locks and Door Retention Components. The door may not stay closed and could open during a crash potentially ejecting a person or contents, possibly resulting in personal injury and/or property damage.

### **WHAT WE WILL DO**

TriMark Corporation will provide a Technical Service Bulletin and replacement Striker Bolt kit required to correct the recall at no charge to you. It will be the responsibility of the Ambulance Owner to complete the Recall.

### **WHAT YOU SHOULD DO**

Immediately locate and inspect the affected vehicle. Arrange to have the unit taken out of service and have this Recall performed by a competent Service Center per the Technical Service Bulletin. Please direct any questions that you may have to Samantha Stone at (800) 447-0343, or by emailing [samantha.stone@trimarkcorp.com](mailto:samantha.stone@trimarkcorp.com). Subject Title: Striker Bolts Recall 17E038. **Replacement of these Striker Bolts must be performed.**

**REIMBURSEMENT**

When the service has been completed, please fill-out and return the Reimbursement Card. Note that all fields must be completed and the card signed by both the Owner and Service representative to obtain reimbursement. TriMark will reimburse you for the labor required to perform this Striker Bolt Replacement up to one hour per vehicle.

If you feel TriMark has not fully answered your questions or is not responsive to this Recall within a reasonable time, please contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., 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 your prompt attention to this matter. If you have any questions concerning these procedures, please contact American Emergency Vehicles at: Phone: (800) 374-9749 or e-Mail: [warranty@aev.com](mailto:warranty@aev.com).

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 are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products. This letter does not constitute an acknowledgement of legal liability.

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