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January 5, 2018

*** IMPORTANT SAFETY RECALL NOTICE ***

Safety Recall Notice 17A-01 / NHTSA Recall 17V704 Affecting Your Vehicle Identification Numbers:

WDPPF3C
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Dear _____,

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

Crestline Coach Ltd. has decided that a defect, which relates to motor vehicle safety, exists in your vehicles with the VINs shown above.

What is the issue? On certain model ambulances produced by Crestline Coach Ltd. between 2013 and 2017, that contain Magnum 1000W Model MMS 1012 inverters, there exists a risk of inverter failures, and if undetected, the inverter failure could result in a fire inside of the vehicles' electrical compartment.

Across the fleet of 337 vehicles with the Magnum 1000W Model MMS 1012 inverters, there have been three reported thermal events, all originating from the inverters. In all three instances, the inverter experienced an internal failure that resulted in significant overheating. In one of the instances, the failure resulted in a fire within the Electrical Compartment. In the two others, the damage was limited to the inverter and components immediately surrounding the inverter.

Crestline Coach Ltd. has worked closely with the manufacturer of the inverter, Magnum Energy Inc., and has determined that the

Magnum 1000W Model MMS 1012 inverter is sensitive to AC ripple voltage which is present in various chassis electrical systems and customer electrical equipment loads added to the ambulance conversion electrical systems.

We have determined that the users of the vehicle can place the vehicle into an operational mode that disconnects the inverter from the conversion batteries while the inverter is functioning, exposing the inverter to excess AC ripple current. This exposure could result in an internal failure of the inverter that could lead to an overheating condition and, if undetected, possible fire.

What are we doing about the problem?

Crestline Coach Ltd. will issue a service bulletin to advise maintenance personnel on how to prevent the condition referenced above during maintenance procedures.

Crestline Coach Ltd. has identified a wiring change to the vehicle's DC electrical system that would prevent the users from inadvertently placing the vehicle in the operational mode that creates the condition mentioned above.

Crestline will also perform an inspection of all installed inverters and will repair or replace any inverter that shows indications of damage due to the presence of ripple current free of charge.

What should you do?

Contact Crestline Coach Ltd. immediately and request a service appointment for a repair relating to Safety Recall 17A-01.

What if you no longer own any of these vehicles?

Please contact Crestline to supply the new owner's information:

Attn: Gordon McLean, Director of Engineering
Crestline Coach Ltd.
126 Wheeler Drive
Saskatoon, SK S7P 0A9
1-888-887-6886

Who should you contact if you have further questions or concerns?

Gordon McLean, Director of Engineering
Crestline Coach Ltd.
126 Wheeler Drive
Saskatoon, SK S7P 0A9
1-888-887-6886

If you are the lessor of these vehicles, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the repairs were performed correctly. You may be eligible for reimbursement of the charges you paid to have the wiring modification

performed. To learn more about what you need to do to obtain reimbursement, contact Gordon McLean at 1-888-887-6886.

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E. Washington, D.C., 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Crestline Coach Ltd.