



IMPORTANT SAFETY RECALL

Date: January 11th 2023

Subject: Battery compartment ventilation / Demers MXP150 / Safety Recall Notice 22V915

Dear Demers Ambulance Dealer:

Demers Ambulances has determined that a defect related to motor vehicle safety exists in certain Demers MXP150 ambulances regarding proper ventilation of the battery compartment.

An improperly ventilated battery compartment may increase the risk of hydrogen gasses and sulfuric acid fumes generated by the batteries to enter the patient compartment, which may be harmful to its occupants.

The safety risk may occur in any operating and nonoperating conditions. Proper compartment ventilation is the sole remedy to eliminate the safety risk while the batteries are in the compartment. Exposure to these gases and fumes may result in respiratory tract irritation.

We have notified the NHTSA and will soon release a formal letter to the owners of the affected vehicles. You will find below the list of owners whom, according to our records, have purchased an ambulance from you, and will be notified accordingly.

| Customer | Vehicle Number | VIN |
|---------------------------------|----------------|------------|
| Stony Brook University Hospital | F22P-5979 | [REDACTED] |

Demers Ambulance Manufacturer Inc. will remedy the defect without charge to the vehicle owner.

Demers Ambulance dealers will be positioned to remedy the defect on and after December 20th, 2022.



The remedy will require that a hole be drilled in the battery compartment to properly ventilate it and should be completed by a qualified technician within 1 hour.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

Owners and Dealers shall contact Demers Customer Care for additional instructions on the inspection procedure, how to report inspection results, and schedule an appointment to permanently remedy the defect if the inspection reveals one.

The Demers Ambulance contact information is as follows:

Phone: 1-800-363-7591 ext. 241 for Customer Care - 8:00 a.m. – 5:00 p.m. EDT

Email: warranty@demers-ambulances.com

The estimated time reasonably necessary to perform the labor required to correct the defect is yet to be determined.

Commitment to safety, quality and respect for the customer are our highest priorities. Please accept our sincere apology for any inconveniences that may result from the above notice.

Sincerely,