



IMPORTANT SAFETY RECALL

Date: April , 07 2023

Subject: Rear Step Plates / Safety Recall Notice 23V117

Dear Demers Ambulance Dealer:

Demers Ambulances has determined that a defect, related to motor vehicle safety exists in certain Demers ambulances regarding the rear step plates supporting the rear step.

Improper welded plates holding the rear step may fail under the weight of an individual climbing up or stepping down the rear of the vehicle using the rear step.

The safety risk may occur when using the rear step. The rear plates must either be properly welded or permanently reinforced with an additional plate with bolts and nuts to eliminate the safety risk. Plate failure may result in falls and injuries.

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
Stock	[REDACTED]	1FD [REDACTED]
POWDER RIVER COUNTY AMBULANCE	[REDACTED]	3C7 [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 March , 29 2023

The remedy will require that two (2) holes be drilled in bumper structure and the installation of an additional plate safely secured to the current plate and the rear bumper, 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

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,



CRESTLINE®



A handwritten signature in blue ink, appearing to read "S. Hoffrogge".

Steven Hoffrogge
President, Canada
Demers Braun Crestline