



IMPORTANT SAFETY RECALL

Date: July XX, 2025

DEALER NAME

&

ADDRESS

Subject: Equipment Storage Cushion / Demers MXP150 and MXP164, Demers Transit TX & TS / Safety Recall Notice 25V327

Dear Demers Ambulance Dealer:

Demers Ambulances has determined that a defect related to motor vehicle safety exists in certain Demers MXP150 and MXP164, Demers Transit TX and TS ambulances regarding improper installation of an equipment storage cushion.

An improper installation of rivet-nuts securing the equipment storage cushion to the seat lid may cause the cushion and its installed equipment to detach from the seat lid.

The safety risk may occur in any operating conditions. Cushion replacement is the sole remedy to eliminate the safety risk of an unsecured cushion and equipment. Risk of injury may occur to the compartment occupants from a moving cushion and equipment.

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
[REDACTED]	[REDACTED]	[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 July 15th 2025.



The remedy will require the replacement of the storage equipment cushion 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,

Steven Hoffrogge
President, Canada
Demers Braun Crestline