

July XX, 2025

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IMPORTANT SAFETY RECALL

This notice applies to your Demers Ambulance, VIN:

VIN# XXXXXXXX

CUSTOMER NAME

&

ADDRESS

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

Dear Demers Ambulance Owner:

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

Demers Ambulances has decided that a defect which related to motor vehicle safety exists in certain 2016-2018 Demers MXP150 and MXP164, 2024 Demers Transit TX and 2016-2024 Demers TS ambulances regarding improper installation of an equipment storage cushion.

You are receiving this notice because our records indicate that you may have purchased a vehicle equipped with a potentially improper installation.

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.

WHAT YOU SHOULD DO:

1. DEMERS HIGHLY RECOMMENDS TO NOT USE THE CUSHION TO FASTEN A MONITOR OR SIMILAR EQUIPMENT UNTIL IT IS REPLACED.

2. PERFORMING THE REWORK TO ADDRESS THE DEFECT

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**.

IF YOU HAVE HAD TO ALREADY CORRECT THIS DEFECT ON YOUR OWN:

Demers has a program for reimbursing owners for pre-notification remedies. If you have already paid to remedy the defect explained in this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with a defect. To obtain information about reimbursement call or email Demers as indicated above to learn about:

- limits on the time period in which the repair or replacement of the recalled vehicle or equipment must have occurred;
- necessary documentation that must be submitted to obtain reimbursement;
- how to submit a claim for reimbursement of a pre-notification remedy;

The Demers Ambulance contact information is as follows:

- Phone: 1-800-363-7591- Warranty for Customer Care – 7:30 a.m. – 4:30 p.m. EDT
- Email: warranty@demers-ambulances.com

CONTACTING NHTSA:

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., 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>, if you believe that:

- (A) The manufacturer, distributor, or dealer has failed or is unable to remedy the defect or without charge.
- (B) The manufacturer has failed or is unable to remedy the defect without charge within a reasonable time, which is not longer than 60 days in the case of repair after the owner's first tender to obtain repair following the earliest repair date specified in the notification, unless the period is extended by Administrator.

OBLIGATION TO NOTIFY LESSEE

Any *lessor* who receives this notification must send a copy of this notice to the lessee.

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 Hoffrage
President, Canada
Demers Braun Crestline