



<<Customer>>
<<Address>>
<<City, State>>
<<Zip Code>>

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <<VIN>>.

NHTSA recall #: 26V428
Crestline Coach ID: FMD-244
July 23, 2026

Dear Crestline Coach Customer:

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

Crestline Coach Ltd. has decided that a defect which relates to motor vehicle safety exists in certain 2026 – 2027 CCL 166 ambulances,

On affected vehicles, a bolt that secures the universal floor plate of the cot retention system may contact the vehicle's fuel line. If the fuel line is damaged, fuel may leak or fuel delivery to the engine may be interrupted. A fuel leak may increase the risk of fire, and loss of fuel to the engine may increase the risk of a crash. Owners should park the vehicle outdoors until the remedy has been completed.

Crestline will remedy the vehicle free of charge by replacing the bolt with a shorter bolt. The fuel tank must be lowered to complete the repair. Crestline will cover the cost of the required parts and labor. We estimate the full procedure to take 2.5 hours, see Crestline document FMD-244 for full repair instructions.

Crestline recommends that you inspect the ambulance for any signs of fuel leakage from the top of the fuel tank. If fuel leakage is observed, contact Crestline's Customer Care team immediately for repair guidance before operating the vehicle.

If you have any Questions or concerns, please contact our Customer Care Centre at 1-800-363-7591 or warranty@crestlinecoach.com.

If you have leased the vehicle, you are required to send to the lessee a copy of this notice and any subsequent notice as prescribed by [§ 577.7\(a\)\(2\)\(iv\)](#) within 10 working days after the day on which the notice is received.

If after contacting our Customer Care Centre helpline, and remain unsatisfied, 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 have already paid to remedy the defect described in this letter before receiving this notice, you may be eligible for reimbursement. To request reimbursement, please contact Crestline's Customer Care Centre at 1-800-363-7591 and provide copies of paid receipts or other repair documentation.

We apologize for any inconvenience this safety recall may cause. Crestline is committed to your safety and continued satisfaction with our products, and we will work to make the remedy process as efficient as possible.

Steve Hoffrogge



President – Crestline Coach Ltd.

Building dependable and practical solutions for a trusted customer experience.