



AMERICAN EMERGENCY VEHICLES
165 AMERICAN WAY
JEFFERSON, NC 28640
P: 800-374-9749 F: 336-846-8010

IMPORTANT SAFETY RECALL

- * A Safety Defect exists in your vehicle.
- * At this time a safety inspection is required.
- * Remedy parts are immediately available for your vehicle.

April 4, 2018

This notice applies to your AEV Ambulance with the VIN number(s) included with the document.

AEV Ambulance vendor component issue **NHTSA** recall number: 18V-099

Dear American Emergency Vehicle Ambulance Owner,

! I M P O R T A N T !

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

AEV has confirmed a defect which relates to motor vehicle safety exists in certain AEV ambulances built with Vanner Inc 12VDC Battery Isolators. This may affect vehicles manufactured between April 3, 2017 and April 2, 2018. Our records indicate that your ambulance may be equipped with a Vanner 52-20 12VDC Battery Isolator(s) within this particular date range.

WHAT IS BEING RECALLED?

Ambulances built with Vanner Inc 52-20 12VDC Battery Isolators between April 3, 2017 and April 2, 2018.

WHY IS IT BEING RECALLED?

AEV has received independent reports of Vanner Inc 52-20 12VDC Battery Isolators deforming or overheating. Additionally, if equipment that is connected to the isolator does not work there is an increased risk of injury or fire.

WHAT YOU AS THE OWNER/OPERATOR SHOULD DO:

Immediately inspect the 12VDC Isolator currently in your vehicle per the picture/illustration below. You must also have the current Isolator replaced. To receive a replacement Isolator, referencing your specific VIN('s) please contact the AEV Warranty/Customer Service Department via email stating "**Recall 18V-099**" in the Subject line to warranty@aev.com or by phone 800-374-9749.

WHAT AMERICAN EMERGENCY VEHICLES WILL DO:

AEV will drop ship a replacement Isolator with detailed instructions and a pre-paid UPS Call Tag for RETURN of the Vanner Isolator. Component will be shipped free of charge and reimburse of .5 (half hour) labor per replacement.

If you feel American Emergency Vehicles has not fully answered your questions, please contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact Warranty/Customer Service Department (with your specific VIN) referencing "**Recall 18V-099**" via email, warranty@aev.com or by phone 800-374-9749.

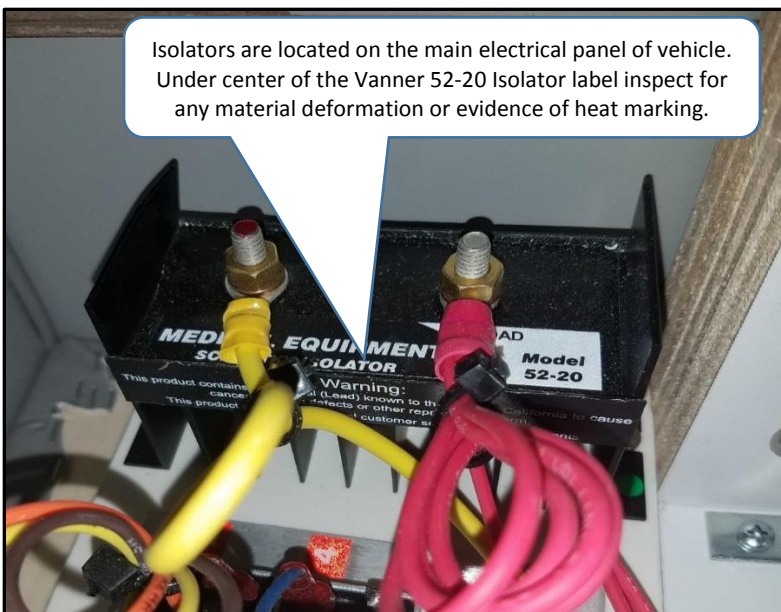
Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

If you are no longer owner of this vehicle, please forward this letter to current owner or provide us with information so we may contact the new owner.

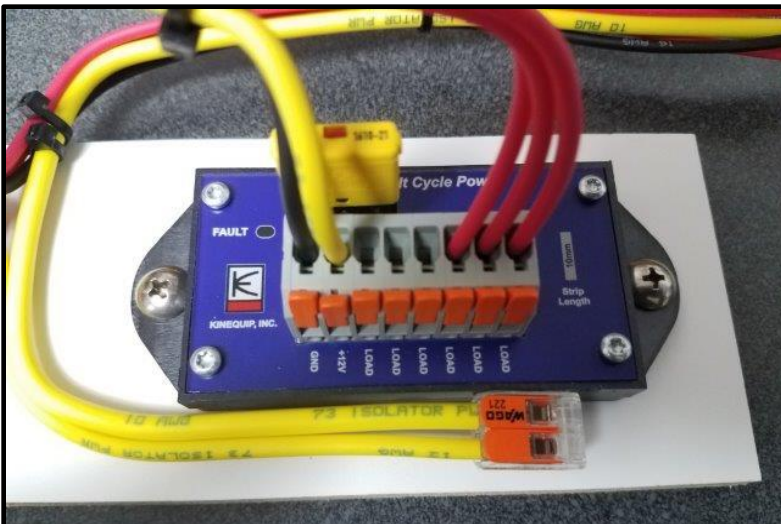
American Emergency Vehicles is dedicated to providing the safest ambulances in the industry, and vehicle safety is our highest priority. We sincerely regret the inconvenience this recall poses to all of our customers.

Sincerely,

Randy A. Hanson
President/General Manager
American Emergency Vehicles



*Visually inspect Isolator as per instructions in the picture above.



*Picture of replacement Isolator - Contact warranty@aev.com