



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 25, 2019

Mr. Clifford Wooley  
Tech Service Manager  
PL Custom Emergency Vehicles  
2201 Atlantic Ave  
Manasquan, NJ 08736

NEF-150MR  
19V-400

**Subject:** Back Up Camera Display Image may be Reversed

Dear Mr. Wooley:

This letter serves to acknowledge PL Custom Emergency Vehicles's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

PL CUSTOM/TYPE I/2017-2019  
PL CUSTOM/TYPE III/2017-2019

**Mfr's Report Date:** May 29, 2019

**NHTSA Campaign Number:** 19V-400

**Components:**

EQUIPMENT

**Potential Number of Units Affected:** 41

**Problem Description:**

PL Custom Emergency Vehicles Co. (PL Custom Emergency Vehicles) is recalling certain 2017-2019 Titan Type I and Type III ambulances equipped with ASA Electronics Voyager monitors used to display the back-up camera image. The monitors may unexpectedly revert back to the factory default settings which may cause the camera image to be reversed.

**Consequence:**

The driver may inadvertently turn the wrong direction to avoid an object behind the vehicle, increasing the risk of a crash.

**Remedy:**

PL Custom Emergency Vehicles will work with ASA to notify the affected owners and remedy the displays, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact ASA Electronics customer service at 1-800-384-4400 or PL Custom Emergency Vehicles at 1-732-233-1411.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

By regulation, PL Custom Emergency Vehicles is required to notify their customers by first class mail on PL Custom Emergency Vehicles letterhead.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As required in Part 573.6(c)(6), in the case of a defect, a chronology is required of the events that resulted in PL Custom Emergency Vehicles filing a recall.

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement