



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 1, 2019

Mr. Randy Smith  
Life Line Emergency Vehicles  
1 Life-Line Drive  
PO Box 299  
Sumner, IA 50674

NEF-150MR  
19V-413

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

Dear Mr. Smith:

This letter serves to acknowledge Life Line 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:**  
LIFELINE/TYPE I/2017-2018

**Mfr's Report Date:** June 6, 2019

**NHTSA Campaign Number:** 19V-413

**Components:**  
EQUIPMENT

**Potential Number of Units Affected:** 5

**Problem Description:**

Life Line Emergency Vehicles (Life Line) is recalling certain 2017-2018 Ford chassis-based Type I ambulances equipped with ASA Electronics Voyager monitors used to display the back-up camera image. These displays 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:**

Life Line will work with ASA to notify owners and provide a remedy, 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 Life Line Emergency Vehicles at 1-563-578-3317.

**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, Life Line is required to notify their customers by first class mail on Life Line letterhead.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- A description of the basis for your company's determination of the recall population (49 CFR 573.6 (c)(2)).
- A description of how the products to be recalled differ from similar products that are not included in the recall (49 CFR 573.6 (c)(2)).
- A statement that the defect or noncompliance can cause a vehicle crash without prior warning (49 CFR 577.5 (f)(1)).
- In the case of a defect, a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as numbers of deaths and/or injuries), with their dates of receipt (49 CFR 573.6 (c)(6)).

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).

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.

According to your filing, Life Line expects ASA to file the six quarterly recall completion rate reports required by 49 CFR 573.7.

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. We look forward to working with you.

Sincerely,



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