



November 12, 2020

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**VEHICLE DEFECT
OWNER NOTIFICATION LETTER**

IMPORTANT SAFETY RECALL

This notice applies to your Demers Ambulance, VIN: WD4FF0 [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: 6-Point Seatbelt / Transit and Sprinter Type II / Modification Safety Recall Notice

Dear Demers Ambulance Owner:

Demers Ambulances has determined that a defect which relates to motor vehicle safety exists in certain Demers TSE and EXE ambulances fitted with 6-point seatbelt systems on the bench seat in the module. The affected 6-point seatbelt component is the upper anchorage sub-assembly. Because of a design error, the bolt(s) anchoring the upper seatbelt harness(es) at the bench seat positions may become loose because of incorrect hardware, and their order of installation.

You are receiving this notice because our records indicate that you may have purchased a vehicle equipped with an affected 6-point seatbelt squad bench.

Demers recommends that vehicle operators immediately take appropriate action to have the upper anchorage(s) retrofitted by an officially, authorized technician as described below. The risk to motor vehicle safety reasonably related to the above defect is that the upper harness may not properly restrain bench seat occupants in the event of a crash. Improperly restrained occupants can incur various injuries, perhaps severe or fatal.

To temporarily address the defect (and ONLY until the anchorage assembly can be inspected and modified by an authorized technician), you could follow the instructions below on page 3 of this letter.

Authorized Technicians (Demers dealers and authorized fleet workshops) will be receiving a bulletin with instructions on how to permanently remedy this defect. The bulletin will provide a detailed description (including appropriate illustrations) of each step required to correct the defect. The remedy will involve a repair consisting of removing the bolts and reinstalling them with a modified configuration. Demers will provide this remedy free of charge.

If you are not a fleet owner authorized to perform work under the Demers warranty, contact Demers Ambulances or your official Demers dealer to schedule an appointment to have your vehicle inspected and, if necessary, the work performed. The Demers Ambulance contact information is as follows:

- Phone: 1-800-363-7591 ext 4 for Customer Care - 8:00 a.m. – 5:00 p.m. EDT
- Email: warranty@demers-ambulances.com





The earliest date on which the defect will be remedied without charge will be 10-30-2020. The estimated time reasonably necessary to perform the labor required to correct the defect is 45 minutes.

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 the owner believes 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.

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

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 emails 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; and

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,

A handwritten signature in black ink that reads "Kim Braun".

Kim Braun
President USA

Subject: 6-Point Seatbelt / Transit and Sprinter Type II / TEMPORARY Modification
Instructions

Ambulance owners must have anchorage sub-assemblies inspected and PERMANENTLY modified by an authorized technician.

Step #1 - Locate the eight (8) anchorages and remove their plastic covers



Step #2 - Torque each bolt at 25 lbs/foot and re-install plastic cover



Step #3 – Schedule permanent modification with authorized technician