



**IMPORTANT SAFETY RECALL**

Date: March 26rd 2021

**Subject: Sliding Seat Locking Mechanism / Replacement / Safety Recall Notice 21V183**

Dear Demers Ambulance Dealers:

Demers Ambulances has decided that 2019 MX170E on E-450, 2019-2020 MXP170E on Ram 5500, and 2021 MX170E on E-450 Ambulances fitted with the sliding seat option fail to conform to Federal Motor Vehicle Safety Standard No. 207 *Seating Systems* and Federal Motor Vehicle Safety Standard No. 210 *Seat Belt Assembly Anchorages*. The affected sliding seat component is the locking mechanism sub-assembly. Because of a design error, the locking mechanism sub-assembly located under the seat cushion may fail under excessive pressure.

We have notified the NHTSA and will soon release a formal letter to the owners of the affected vehicles. You will find below the list of owners whom, according to our records, have purchased an ambulance from you, and will be notified accordingly.

Customer	Truck Number	VIN
Inspira Medical Center	F19C-455	1FDXE4FSXKDC04053
	F19C-456	1FDXE4FSXKDC06191

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

Demers recommends that vehicle operators immediately take appropriate action to have the locking mechanism sub-assembly retrofitted by an officially, authorized technician. The risk to motor vehicle safety reasonably related to the above defect is that the locking mechanism sub-assembly may fail under excessive pressure, which would not keep the sliding seat and its occupant securely in place in the event of a crash. Failure to comply with FMVSS 207 & 210 could result in an occupant being insufficiency restrained during an accident, resulting in a higher risk of injury.

You 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 address the defect. The remedy will involve a repair consisting of removing the current locking mechanism sub-assembly and installing a newly designed one. Demers will provide this remedy free of charge. The earliest date on which the defect will be remedied without charge will be 2021-04-01.



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](mailto:warranty@demers-ambulances.com)

The estimated time reasonably necessary to perform the labor required to correct the defect is 1.5 hours.

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,

**Demers Ambulance Customer Care**

Enclosed: List of Owners receiving a notification