



## SAFETY RECALL NOTICE

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TO: «CUST»  
FROM: Chad Miller, Field Upgrades and Recalls  
DATE: January 2013  
SUBJECT: Recall Notice **12V-554 Squad Bench Seat Hinge**  
Medtec job#: «Product\_\_Number»  
VIN: «VIN»

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

Medtec has determined decided that a defect which relates to motor vehicle safety exists in certain Type I, Type I-AD, Type II, Type III, and Type III-AD Medtec manufactured ambulances. These ambulances were shipped between January 2, 2009 and May 1, 2011.

The squad seat bench top is attached to the bench with a hinge and self-threading screws. If an attendant lands on the bench top with great force, the screws holding the bench top to the hinge may loosen and pull out. If the hinge screws pull out then the bench top may drop into the cavity of the bench compartment, increasing the risk of personal injury.

To prevent the bench top from dropping into the cavity of the bench compartment, the ambulance owner should inspect the hinge screws and ensure that they are all secure and there are no screws showing signs of pulling out. Then contact either Medtec, the dealer you purchased your ambulance from, or any EVT or ASE certified service provider to schedule the remedy for this safety issue. Take this Owner Notification Letter with you at the time of your appointment and give it to your service provider.

Medtec will ship the service parts kit and remedy work instructions to your service provider upon notification from your service provider that the remedy for this safety issue has been scheduled for completion.

If there is no response to this remedy notification after June 1, 2013 Medtec will ship the remedy parts and work instructions to the address of record for this vehicle.

We expect the remedy for this safety issue will begin no earlier than January 7, 2013. We expect the time required to perform the remedy should not exceed one hour once the work has begun. This remedy will be completed without charge to the vehicle owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If you have questions regarding this matter, please contact your Medtec dealer, or call Medtec Customer Service toll-free at 888-974-3723.

If we fail or are unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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>.

Sincerely,  
Medtec Ambulance

Chad Miller  
Customer Service: Field Upgrades and Recalls



# Reimbursement Notification

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TO: «CUST»  
FROM: Chad Miller, Field Upgrades and Recalls  
DATE: December 2012  
SUBJECT: Recall Notice **12V-554 Seat Belt**  
Medtec job#: «Product\_\_Number»  
VIN: «VIN»

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Medtec has a program for reimbursing costs related to this recall campaign for repairs made before this campaign was initiated.

If you paid for repairs to remedy this problem between January 2, 2009 and November 29, 2012 you may be eligible for reimbursement subject to these exclusions:

- The remedy, repair or replacement was already covered by the original or extended warranty.
- The remedy, repair or replacement did not address the problem covered by this recall
- The remedy, repair or replacement was not reasonably necessary to correct the defect.

The pre-notification remedy, repair or replacement need not be identical to the remedy provided by this recall campaign.

To obtain reimbursement consideration you must complete the enclosed Pre-Notification Reimbursement form and send it along with a copy of the repair receipt to:

Pre-Notification Reimbursement  
Customer Service Department  
Medtec Ambulance  
2600 American Drive  
Appleton, WI 54912-2017