



AMERICAN EMERGENCY VEHICLES
165 AMERICAN WAY
JEFFERSON, NC 28640
P: 800-374-9749 F: 336-982-9826

IMPORTANT SAFETY RECALL

8/7/2015

This notice applies to your AEV Ambulance with a VIN number of 1FTNXXXXXXXXXXXX

Subject: ASA/Voyager VCMS140I Rear Observation Camera NHTSA Recall Number: 15E050

Dear American Emergency Vehicle Ambulance Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. American Emergency Vehicles has decided that a defect which relates to motor vehicle exists in certain model year 2014-2015 American Emergency Vehicles (AEV) Trauma Hawk emergency vehicles manufactured from December 1, 2014 through June 30, 2015. This condition may exist in certain AEV Ambulances and is identified by the VIN printed above for units equipped with a **VCMS140I Rear Observation Camera.**

! I M P O R T A N T !

- Your AEV Ambulance may be equipped with a Recalled ASA supplied VCMS140I Rear Observation Camera.
- Contact ASA Electronics immediately.

- Your rear observation camera may be involved in an important safety recall.
- Your safety is important to us. Please verify serial number then call 1-877-384-4400 to order your VCMS140I rear observation camera replacement.
- The replacement camera is free of all charges.

WHY IS IT BEING RECALLED:

On your vehicle, it may be possible for a sensor in your rear backup camera to fail and cause the camera to reverse the image displayed on the observation monitor. Do not rely on the image displayed. If the camera displays the image in reverse, the driver may inadvertently turn the wrong direction to avoid hitting an object behind the vehicle, increasing the risk of a crash. Please utilize your mirrors when backing up your vehicle

WHAT YOU AS THE OWNER/OPERATOR SHOULD DO:

Please verify the camera Serial Number (instructions included with this letter) then contact ASA at 1-877-384-4400 to report the SN. If unit is part of the Recall request a return authorization number to secure your free replacement VCMS140I rear observation camera(s).

WHAT ASA ELECTRONICS WILL DO:

ASA Electronics will be happy to work with your local dealer to schedule a replacement installation, or have the camera(s) shipped directly to you. If you have additional questions, please contact ASA's Customer Relationship Center at 1-877-384-4400 and one of our representatives will actively assist you. Instructional sheets on the recall process are also available if needed. Our office hours are Monday through Friday: 7:00AM – 6:00PM (EST). If you wish to contact us through email, please send all inquiries to: recall@asaelectronics.com

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

Thank you for your attention in this important matter.

ASA Electronics

If you are unable to have your vehicle remedied without charge and in within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

American Emergency Vehicles contact information is as follows: Phone: 800-374-9749 Email: warranty@aev.com

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

If you are no longer owner of this vehicle, please provide us with any contact information so we may contact the new owner.

Sincerely,

Mark Van Arnam – President

ASA VCMS140I Rear Observation Camera Serial Number Identification



Remove both anchor screws from the camera base mount and remove the camera from the vehicle until the white tag affixed to the cable is exposed. The unit Serial Number is the 14 digits at the bottom of the tag. If SN matches one of the 54 listed below it must be replaced.

C0714TCTN00003	C0714TCTN00004	C0714TCTN00011	C0714TCTN00012	C0714TCTN00013
C0714TCTN00014	C0714TCTN00015	C0714TCTN00079	C0714TCTN00096	C0714TCTN00147
C0714TCTN00343	C0714TCTN00344	C0714TCTN00345	C0714TCTN04544	C0714TCTN05001
C0714TCTN05002	C0714TCTN05006	C0714TCTN06566	C0714TCTN06587	C0714TCTN06588
C0714TCTN06595	C0714TCTN06604	C0714TCTN06608	C0714TCTN06678	C0714TCTN06679
C0714TCTN06762	C0714TCTN06765	C0714TCTN06767	C0714TCTN06770	C0714TCTN06875
C0714TCTN06877	C0714TCTN06878	C0714TCTN06969	C0714TCTN06982	C0714TCTN06988
C0814TCTN01797	C0814TCTN01798	C0814TCTN01799	C0814TCTN01800	C0814TCTN01804
C0814TCTN01805	C0814TCTN01809	C0814TCTN01810	C0814TCTN01840	C1014TCTN01526
C1014TCTN01531	C1014TCTN01532	C1014TCTN01536	C1014TCTN01538	C1014TCTN01676
C1014TCTN01835	C1014TCTN01849	C1014TCTN01910	C1014TCTN01918	