



TRUSTED BY THE TOUGHEST™

EXECUTIVE SUMMARY

***TRUSTED BY
THE TOUGHEST***

With a legacy and passion to deliver mission-critical durability, Wheeled Coach ambulances are born to perform under the most demanding conditions—and built to be as unbreakable as the spirit of those we serve. That's why every day, leading municipal fire departments and commercial ambulance companies around the country put their trust in Wheeled Coach.

TRUST YOUR MISSION TO US

Since its inception, Wheeled Coach has been a recognized leader in research, development, design and manufacturing of ambulances. We have built and delivered more than 50,000 ambulances and rescue vehicles around the world, which means you're more likely to see a Wheeled Coach ambulance on the road today than any other brand.



We customize our units to meet our customers' unique specifications, delivering the flexibility to design their vehicle according to their specific mission requirements. What truly sets us apart is our ability to build a customized model time-and-time again with laser-focused consistency and precision.

Whether a customer orders 20 units all together or 20 units delivered over the course of several years, our team is equipped to provide the exact unit, built precisely the same way every time. This is why our loyal customers trust Wheeled Coach.

AN INVESTMENT IN AND FOR LIFE

An ambulance is an investment in life—protecting the lives of the patients they transport, the lives of first responders, and the life and success of our customers' businesses. That's why we invest in leading-edge technology and utilize our manufacturing experience to build one of the most reliable, workhorse-tough ambulances to meet and exceed the rigors of service they will encounter.

To accomplish this, we have implemented construction and quality inspection processes that give customers confidence—an absolute necessity in their life-saving work. Take our Safeguard Box Frame for example. Engineered along the top and corners of the box is a highly reinforced, but extremely light roll cage structure. Along with strategically positioned metal bars and our TrueForm™ Wall Construction, the innovative Safeguard Box Frame™ is nearly indestructible. The result is enhanced occupant safety. It's one more example of the unceasing Wheeled Coach focus on providing the best product and service available.

Every Wheeled Coach is built tough to deliver long-term benefits that help customers realize a greater return on their investment (ROI).

An innovative Wheeled Coach differentiation designed to resist the elements and improve ROI is the AntiCor™ Protection System, which builds in layers of anti-corrosion features that stand up to the most demanding conditions.

We also have engaged our chassis manufacturers to extend their chassis life cycles and enhance their preventative maintenance programs, again improving ROI for our customers. Thanks to these efforts and our product durability, Wheeled Coach ambulances traditionally have a higher resale value than many competitor products.

Every mission is critical for our customers, which is why we maintain a strong commitment to building reliable products that perform and endure. It's why we are truly ***Trusted by the Toughest.***

THE LEADING SUPPORT YOU DESERVE

For nearly half a century, Wheeled Coach has delivered outstanding performance to a diverse base of customers. The company is owned by REV Group, the global leader in emergency vehicles. REV Group provides Wheeled Coach with financial stability as well as unmatched manufacturing and operational expertise. Combined with its domestic and international network of sales and service centers, Wheeled Coach delivers both a superior product and critical after-sales support, wherever and whenever it is needed.



...we invest in leading-edge technology and utilize our manufacturing experience... ”

A LEGACY OF INNOVATION

At Wheeled Coach, we have a legacy of innovating industry-first features, technologies, and processes to offer some of the most revolutionary products on the market today. Much of this advancement has

been due to our modeling best-in-class innovation from other leading industries, such as aerospace, investing in and incorporating many of its high-tech applications into our design and manufacturing process.

INDUSTRY FIRSTS

Our focus on innovation has resulted in a number of industry firsts:

ToughCoat™ Paint Process

Our unique nine-step process employs newly developed precision application standards, centered around a revolutionary high-tech primer with adhesion and anti-corrosive properties never before achieved.

CNC Machine-Cut Doors

We're one of only a few manufacturers to produce CNC (computer numerically controlled) machine-cut doors for repeatable accuracy, providing sure-fit new and replacement parts.

DuraSeam™ Door Construction

This allows Wheeled Coach to construct exterior compartments without the usual extrusion seams. By eliminating these seams, we also eliminate crevice corrosion, enhancing the paint finish on the vehicle.

Cool-Bar™

This patented Wheeled Coach first provides 30% greater condensing capability as well as 30% greater BTU capacity for the patient compartment air conditioning system. Our patented Cool-Bar also creates 50% greater airflow due to its dual condenser design. Mounted on the front of the body for optimum airflow



It's why we are truly Trusted by the Toughest.



and easy maintenance access, the Cool-Bar enables multiple warning light options for maximum flexibility.

Rounded Ceiling Trough Covers

These innovative covers use friction attachment for easier access and maintenance.

Corner Cap Lighting is mounted in inset cast aluminum corner housings to provide maximum 360-degree lighting coverage for enhanced nighttime visibility. By being built into the frame, the design reduces water infiltration and corrosion as part of our **AntiCor Protection System**.

AntiCor Protection System

Layer upon layer of anti-corrosion features, like our one-piece aluminum skins, DuraSeam door system, engineered pre-paint pre-punched holes, SermaGard® ceramic coated bolts, nine-step ToughCoat Paint Process and more, together stand up stronger to the most demanding conditions.

ADDITIONAL PRODUCT INNOVATIONS

In addition to our industry firsts, Wheeled Coach leads the industry in other product innovations, providing enhanced protection for patients and paramedics with the best value and the greatest long-range return on your fleet investment. These innovations include:

Advanced Customization Tools

Our engineering team utilizes the **PRO-E System**, an extremely sophisticated three-dimensional CAD-CAM program that allows designs in virtual reality. Complex, customized interior and exterior vehicle specifications can be quickly analyzed to determine feasibility, significantly reducing man-hours and the potential for error while maximizing flexibility.

TrueForm Wall Construction

Adding to the durability of our ambulances is our tough, straight wall construction that provides durable, precision-made walls with our **StraightLine™**

Laser-guided Fixture Alignment to create accurate and square repeatable frames that fit every time, whether on new bodies or replacements.

Premium Interior & Exterior

Our interior cabinets, computer designed and manufactured on CNC equipment, are constructed with wooden dowels rather than the industry standard staples used by the competition. All exposed edges are heat banded and all hinge hardware is hidden for a smooth European-style finish. The cabinet construction technique allows Wheeled Coach to warrant the construction and lamination for as long as the vehicle is owned by the original customer.

Per4Max® 4-Point Safety Belts with controlled deceleration technology are standard on all seating positions in the patient compartment. With a special

webbing, Per4Max® absorbs energy and slows deceleration which can reduce chances of serious injury.

Printed Circuit Board with self-diagnostics uses readily available relays and circuit breakers and an accompanying lighted switch function. The circuit board eliminates more than 300 wire crimps and connections to minimize failure areas. All high-quality GXL wiring is both color- and function-coded, with service loops at the ends for easy repair. All critical ends of wires are machine-crimped and without splices. When a multiplexed electrical system is required, Wheeled Coach uses the field-proven Weldon V-Mux system.

Pure Air Filtration™ System is a self-contained, three-filter air purification unit that consists of an antimicrobial pre-filter, a filter to remove odor and a HEPA filter that removes airborne particles down to 0.3 microns and larger at 99.97% efficiency. This truly revolutionary system can not only protect the health of the crew from airborne pathogens such as Tuberculosis but also that of your patients.

SafePass™ allows the patient compartment entry doors to be opened in the event an accident damages the door lock linkage or in the event of a rear handle malfunction.



QUALITY WHERE IT COUNTS

We build every ambulance body ourselves, to exacting quality standards for the specific mission of protecting occupants and ensuring durability and reliability. Investments in automation

along with LEAN Manufacturing allow us to manufacture a product that can be reproduced with higher tolerances, precision and quality.

SAFETY FIRST, ALWAYS

The Wheeled Coach all-aluminum ambulance module is one of the most tested bodies in the industry.

In addition to a side impact crash test, testing has been conducted on center of gravity, front impact and body mounting, as well as a corner impact drop test. We conduct a side impact test in accordance with Insurance Institute Highway Safety Crash Test Protocols, Version 5. A dynamic rollover test has also been performed. Few manufacturers have tested their products to this extent. We do this to ensure we are providing the best-built modular ambulance body available.

PRECISION IS KEY

Wheeled Coach uses an automated and computerized manufacturing process. We have made significant technological investments in CNC equipment that not only cuts, shears or punches parts with exacting seamless surgical precision, but also stores critical data in memory for future use. This is essential for customers who may order units in multiples, over many months or years.

Wheeled Coach also utilizes robotic welders for critical door welds. To ensure all Wheeled Coach modular bodies meet the highest levels of standards and quality, welds are inspected by an outside engineering firm as part of a regular auditing process.

ENSURING QUALITY AT EVERY STEP

Our body construction includes advanced processes that ensure manufacturing consistency, quality and precision.

To further incorporate quality in every step of the manufacturing process, Wheeled Coach is vertically integrated and manufactures most of the vehicle in house. Our highly skilled professionals build the aluminum body, electrical system, interior cabinets, vinyl upholstery and both wood and non-wood cabinets. We employ Quality Assurance and Inspection stations throughout the process because we firmly believe quality checks should not wait until the end of the production cycle. Verifying the work complies to our standards throughout the entire process greatly reduces issues and ensures initial quality at delivery.

FIRST TO EARN ISO CERTIFICATION

Wheeled Coach is the first ambulance manufacturer to earn ISO 9001-2015 certification, an internationally recognized standard for quality management, based on eight principles: Customer focus, leadership, involvement of people, process approach, systems management, continual improvement, factual decision-making based on collection and analysis of performance data, and mutually beneficial supplier relationships.

WHAT DOES THIS MEAN?

OUR BUSINESS AND WORKFORCE...It means an open management structure built around the principle of doing things right the first time, engaging and empowering employees, identifying problems, eliminating waste and increasing productivity through improved planning and control. It means making sound management decisions based on established operational metrics and analysis of data.

OUR CUSTOMERS...It means confidence in our ability to consistently produce the right products, on time and to specified requirements. It means working with a company that has declared management commitment to the continual improvement of our processes, products and personnel. It means working with a company that listens by actively soliciting customer feedback and taking actions necessary to achieve complete customer satisfaction.

CERTIFICATIONS AND COMPLIANCE

- Meets or exceeds all Federal Motor Vehicle Safety Standards
- Ford Qualified Vehicle Modifier (QVM)
- Member of the Ambulance Manufacturers Division (AMD)
- NTEA MVP Verified Member
- ISO 9001:2015 certified
- KKK-A-1822F certified (up to and including Change Notice 12)
- CAAS GVS Compliance
- NFPA 1917 Compliance

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WARRANTY AND SERVICE

- 12-month, unlimited mileage Conversion Warranty
- Lifetime Modular Body Warranty
- Lifetime Electrical System Warranty
- Lifetime Cabinet Construction Warranty
- 60-month, unlimited mileage Paint Warranty

Technical assistance is available 24 hours a day, 7 days a week, 52 weeks a year via a toll-free number which connects to an experienced service technician.

Service Training is provided tuition-free for the customer's service personnel by experienced factory service technicians. The training is beneficial to understanding the complex manufacturing processes related to ambulances, and the quick diagnosis and resolution of any problems that may arise.

Turn to Wheeled Coach: As Unbreakable as the Spirit of Those We Serve.

Our dedicated network of independent Wheeled Coach dealers have the expertise, innovation, support, and most importantly, the drive and passion to deliver the exact emergency vehicle you need to protect those you serve. Wheeled Coach is ready to meet your mission, no matter the requirements or the demanding conditions in which you operate. Because our products are built tough, we're ***Trusted by the Toughest.***

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