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September 1, 2022

Susan Brown
Chief Northumberland Paramedics
Northumberland Paramedics
600 William Street
Cobourg, Ontario, K9A 3A5
Canada

Dear Susan,

With regards to your current order with Crestline for three (3) FleetMax 2.0 Ambulances. The following Global and local issues have continued to force us to adjust our delivery schedule.

- Global Chassis delays and availability
- Global Micro Chip shortages
- Huge back log in units needing to be produced and shipped due to delays
- Manpower shortage

As you know, the pandemic has led to significant disruptions to the supply of electronic microchips, essential components for the manufacture of automotive chassis necessary for the construction and commissioning of ambulance vehicles.

In recent months, the Omicron variant has unfortunately accentuated an already major crisis, so much so that all of Canada's specialty vehicle manufacturers, including Demers Ambulances and Crestline Coach, have had to deal with delays of several months in chassis deliveries, or even in some cases with the outright cancellation of orders by chassis OEMs. In this context, the lack of chassis predictability has eliminated the consistent flow of chassis we have on ground which feeds our production line.

Your current delivery date is early February however, this may change again depending on Chassis and capacity constraints.

We certainly understand your frustration and need for Ambulances. This is not an isolated issue with Northumberland. All customers are experiencing unit delays across North America; this is not a Canada issue.

Crestline has and will continue to mitigate delivery disruptions as best we can. We have invested in more inventory to keep our production lines operating to support quicker deliveries once chassis arrive.

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Below is a picture of our yard in Saskatoon. Currently we have over 60 Conversion boxes built and in our yard waiting on Chassis.



We trust the foregoing is satisfactory. Should you require any additional information, please do not hesitate to contact me.

Regards,

Gary Masson

Ontario Ambulance Sales

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