



Rev Ambulance Group Orlando, Inc.
2737 North Forsyth Road
Winter Park, FL 32792
P: 855-661-9232

IMPORTANT SAFETY RECALL:

July 2020

This notice applies to your REV Ambulance Group Orlando, Inc. (REVO) Ambulance unit with the VIN number(s):

REVO Ambulance vendor component issue, NHTSA recall number: **20V-284**

Dear REV Ambulance Owner

This notice is being sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act. Rev Ambulance Group Orlando, Inc. has decided that a defect which relates to motor vehicle safety exists in a component of certain LS suspension systems installed on 2019-20 model year RAM 4500/5500 cab chassis, and only suspension systems installed on the above chassis are included in the safety recall.

WHAT IS BEING RECALLED?

The affected system component is the rear brake caliper flexible line. The routing of the rear brake caliper flexible lines during the installation of the suspension kit may be causing brake caliper flexible line wear due to contact with a suspension component(s). Continued vehicle use with the rear brake caliper flexible line contacting suspension a component(s) may result in partial or complete loss of rear service brakes which could cause damage to the chassis and/or other vehicles, and possibly result in a crash.

WHY IS IT BEING RECALLED?

REVO has received records that indicate LiquidSpring recommends that vehicle operator(s) be aware of any abnormal brake pedal feedback or reduced braking ability and that the rear brake caliper flexible lines should be inspected for any leakage. If any wear is found on the rear brake caliper flexible lines (not the protective spiral wrap), do not drive the vehicle.

WHAT YOU AS THE OWNER/OPERATOR SHOULD DO:

If you have a 2019-20 model year RAM 4500/5500 cab chassis equipped with a LiquidSpring suspension system within the above serial number range, please contact LiquidSpring to arrange service to have the rear brake caliper flexible lines inspected and modified to address the potential wear issue, free of charge. Replacing the banjo block will require 1 hour to remedy. Replacing the banjo block and brake hoses will require 3 hours to remedy.

The LiquidSpring contact information is as follows:

Phone: 765-474-7816 Ext. 1 for Customer Service - 8:00 a.m. – 5:00 p.m. EDT

Email: service@liquidspring.com

If you feel REV Ambulance Group Orlando has not fully answered your questions, please contact 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 www.safercar.gov.

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 forward this letter to current owner or provide us with information so we may contact the new owner.

REVO is dedicated to providing the safest ambulances in the industry, and vehicle safety is our highest priority. We sincerely regret the inconvenience this recall poses to all of our customers.

Sincerely,

Erik Stoor
General Manager
REV Ambulance Group Orlando, Inc.