



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 27, 2021

Mr. Enrique Gimenez
Customer Service Manager
REV Ambulance Group Orlando, Inc.
2737 North Forsyth Road
Orlando, FL 32792

NEF-107MR
21V-289

Subject: Lighting and HVAC Display May Lock Up

Dear Mr. Gimenez:

This letter serves to acknowledge REV Ambulance Group Orlando, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

REV AMBULANCE/TYPE I/2019-2021
REV AMBULANCE/TYPE IX/2019-2021

Mfr's Report Date: April 23, 2021

NHTSA Campaign Number: 21V-289

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 20

Problem Description:

REV Ambulance Group Orlando, Inc. (REV) is recalling certain 2019-2021 Type I and IX vehicles equipped with Weldon V-Mux Vista IV LCD displays used for controlling emergency vehicle lighting and HVAC functions. These displays may experience low voltage spikes, causing the LCD display to lock up or become nonfunctional, due to varying electrical installations.

Consequence:

A locked up or non-functional LCD display can delay emergency efforts, which can increase the risk of injury.

Remedy:

REV has notified owners, and Weldon, a division of Akron Brass will provide a replacement display, free of charge. Owner notification letters were mailed on May 5, 2021. Owners may contact REV customer service at 1-855-661-9232.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received REV's proposed owner notification letter and have approved it for distribution.



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

REV Ambulance Group Orlando, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement