



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 14, 2016

Ms. Ruth Gabaud
REV Ambulance Group Orlando, INC.
2737 N. Forsyth Road
Winter Park, FL 32792

NEF-150KS
16V-708

Subject: False Activations of Touchscreen

Dear Ms. Gabaud:

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:

ROAD RESCUE/DURAMEDIC/2010-2016
ROAD RESCUE/PROMEDIC/2010-2016
ROAD RESCUE/SPECIALTY VEHICLE/2010-2016
ROAD RESCUE/TRANSMEDIC/2010-2016
ROAD RESCUE/ULTRAMEDIC/2010-2016

Mfr's Report Date: October 4, 2016

NHTSA Campaign Number: 16V-708

Components:

ELECTRICAL SYSTEM: SOFTWARE

Potential Number of Units Affected: 145

Problem Description:

REV Ambulance Group Orlando, INC. (REV) is recalling certain model year 2010-2016 Road Rescue Specialty Vehicles, as well as Ultramedic, Promedic, Duramedic, Metromedic, and Transmedic emergency vehicles equipped with Class 1 Ultraview Touchscreens manufactured by Hale Products. These touchscreens may experience false switch activations that can happen without the operator's knowledge causing accessories to turn on or off, affecting vehicle performance.

Consequence:

The unintended turning on or off of accessories such as emergency beacons or automatic snow chains can increase the risk of a crash.

Remedy:

REV will notify owners, and dealers will upgrade the software or retrofit fuses, free of charge. The recall is expected to begin during October 2016. Owners may contact REV customer service at 1-800-628-8178 or Hale Products Customer Service Center at 1-800-533-3569 or halecustomerservice@idexcorp.com.

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.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement