



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

IMPORTANT SAFETY RECALL:

April 2021

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: **21V289**

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 Weldon's, a division of Akron Brass V-Mux Vista IV user interface panels.

WHAT IS BEING RECALLED?

The V-Mux Vista IV Interface. Power and ground are critical to proper operation of electronics including the Vista IV display. The Vista IV display has an operating voltage of 9-32 VDC. When the supply voltage at the display drops, even for a moment, such as when starting the engine, the V-MUX® Vista IV Interface typically turns off and quickly and automatically restarts. However, units on the attached list may not restart on their own if the voltage dips out of range (less than 9 volts).

WHY IS IT BEING RECALLED?

Low voltage may lead the V-Mux Vista IV Interface to a blank display and sometimes loss of button function when the LCD display or the CPU do not restart properly, which can increase the risk of injury. The installer supplied wiring and loads engaged when starting the vehicle, may have an impact on whether the issue presents itself in any one vehicle installation so you may not have experienced this issue, so even if the issue has not occurred the Vista IV should be replaced.

WHAT YOU AS THE OWNER/OPERATOR SHOULD DO:

Unit serial numbers on the attached list are Vista IV displays that our records show was shipped to you and that are part of the recall. Once the serial number has been confirmed, please contact Weldon, a division of Akron Brass for a replacement screen free of charge to you. Weldon will allow 1 hours of labor to remove and replace the V-Mux Vista IV display.

Please contact Brett Carlson, BCarlson@idexcorp.com or your Weldon representative to arrange the remedy.

The REV Orlando Ambulance Group, Inc. contact information is as follows:

Phone: 1(855)661-9232 Ext. 302 for Customer Service - 8:00 a.m. – 5:00 p.m. EDT

Email: revorlandoservice@revgroup.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.