



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 29, 2023

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

NEF-107DC  
23V-873

**Subject:** Overloaded Electrical System May Cause Fire

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/2020-2024  
REV AMBULANCE/TYPE III/2020-2024  
REV AMBULANCE/TYPE IX/2020-2021

**Mfr's Report Date:** December 21, 2023

**NHTSA Campaign Number:** 23V-873

**Components:**

ELECTRICAL SYSTEM:WIRING

**Potential Number of Units Affected:** 25

**Problem Description:**

REV Ambulance Group Orlando, Inc. (REV) is recalling certain 2020-2024 Type I, III and IX vehicles. In the event of a short circuit or wiring failure, the firmware may fail to shut off the output pin, resulting in overloaded electrical circuits.

**Consequence:**

Overloaded electrical circuits can overheat, increasing the risk of fire.

**Remedy:**

Dealers will update the firmware, free of charge. All vehicles were repaired by December 14, 2023, therefore no owner notification letters will be sent. 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.nhtsa.gov](http://www.nhtsa.gov).

Please ensure the following requirements are met:

The total number of products potentially containing the defect or noncompliance (49 CFR 573.6 (c)(3)).

AMENDED 573 REQUIRED.

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)). If less than 1%, amend your filing to state 1% and provide the actual calculated amount in the first product text box.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

REV Ambulance Group Orlando, Inc.'s contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,



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