



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 26, 2024

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

NEF-107SS  
24V-468

**Subject:** Improperly Tightened Outrigger Bolts

Dear Mr. Birchfield:

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/2019-2024  
REV AMBULANCE/TYPE IX/2019-2024

**Mfr's Report Date:** June 21, 2024

**NHTSA Campaign Number:** 24V-468

**Components:**

STRUCTURE:CRITICAL FASTENERS

**Potential Number of Units Affected:** 152

**Problem Description:**

REV Ambulance Group Orlando, Inc. (REVO) is recalling certain 2019-2024 Type I and Type IX emergency vehicles equipped with outriggers. The outrigger bolts may not be properly tightened, which can cause the module box to detach, or cause failure of the outrigger.

**Consequence:**

A detached module box or outrigger failure increases the risk of injury.

**Remedy:**

Dealers will inspect and tighten, or replace the outrigger bolts as necessary, free of charge. Owner notification letters are expected to be mailed July 8, 2024. Owners may contact REVO 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 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).

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 Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



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