

Part 573 Safety Recall Report

24V-468

Manufacturer Name : REV Ambulance Group Orlando, Inc.

Submission Date : JUL 25, 2024

NHTSA Recall No. : 24V-468

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : REV Ambulance Group Orlando, Inc.

Address : 2737 N. Forsyth Road

Winter Park FL 32792

Company phone : 800-628-8178

Population :

Number of potentially involved : 160

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2024 REV Ambulance Group Orlan Type I, Type IX

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : REV's Type I and Type IX vehicles equipped with Outriggers. More specifically outriggers bolts are subject to recall.

Production Dates : FEB 01, 2024 - MAY 01, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : In the affected products, the outriggers bolts could be loose since the specified torque value was not applied to the fasteners.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If all outrigger bolts are loose in a unit, there is a critical safety concern as the module box, if involved in an accident, could detach from the chassis, posing a significant risk of damage and injury. Additionally, if any outrigger bolts are loose, it may exert undue stress on the remaining outriggers, potentially leading to outrigger failure.

Description of the Cause : It was determined that the employee responsible for performing this task (installing outriggers) was not following the Critical Process Sheet and was not properly trained on the process/task.

Identification of Any Warning that can Occur : Snaps, rattling, general noises coming from the undercarriage. Ride quality.

Involved Components :

Component Name 1 : Bolt

Component Description : Outrigger Bolt

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : REV Ambulance Group Orlando

Address : 2737 North Forsyth Road
Florida 32792

Country : United States

Chronology :

Mid-May 2024: REVO FDNY Delivery Center in Little Ferry, NJ was preparing a unit for delivery to the end-user when it was discovered that some outriggers bolts were loose in two separate units. Following this discovery, REVO conducted checks on other vehicles in REVO Orlando inventory and confirmed that some outriggers bolts were loose.

May 20th, 2024: REVO held an internal meeting with upper management to discuss a path forward. Additionally, REVO identified the affected population during this meeting and issued a corrective action and proceeded with containment activities.

Description of Remedy :

Description of Remedy Program : REVO will notify affected customers and provide proper torque specifications to apply in the case of the outrigger bolts being loose and replace any damaged bolts and/or outriggers caused by this issue. Additionally, REVO will cover 1 hour of labor to inspect and apply the proper torque values (110 ft/lbs.) to the outrigger bolts.

How Remedy Component Differs from Recalled Component : The remedied component will have the correct torque specifications.

Identify How/When Recall Condition was Corrected in Production :

After the notification from the REVO FDNY Delivery Center was received, REVO placed a Stop-Ship on all vehicles that were Ready-to-Ship. REVO inspected and corrected all Ready-to-Ship Vehicles. All vehicles in production will be checked and corrected before shipping. An additional torque stripe has been added to the bolts to identify the outrigger bolts have properly been tightened. Additionally, a two-step verification process has been added where a torque inspection is performed.

I direct Mark Siddall to coordinate a safety recall to address the conditions described above in any REV Group Business Unit.

Recall Schedule :

Description of Recall Schedule : REV Ambulance Group - Orlando plans on sending out Dealer Notifications starting on July 1st, 2024 and Owner Notifications no later than July 31st, 2024.

Planned Dealer Notification Date : JUL 01, 2024 - JUL 31, 2024

Planned Owner Notification Date : JUL 08, 2024 - JUL 31, 2024

* NR - Not Reported