



REV Ambulance Group Orlando, Inc.
2737 North Forsyth Road
Winter Park, FL 32792
P: 407-677-7777

IMPORTANT SAFETY RECALL:

July 2024

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: **24V468**

Dear REV Ambulance Owner,

This notice is being sent to you in accordance with 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 certain 2019-2024 Type I, Type IX vehicles equipped with Outriggers.

WHAT IS BEING RECALLED?

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

WHY IS IT BEING RECALLED?

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.

WHAT YOU AS THE OWNER/OPERATOR SHOULD DO:

Upon receipt of this letter please contact REVO Customer Service REVOOrlandoservice@revgroup.com and reference this recall number and provide your agency name and mailing address to obtain the remedy at no cost to you.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: 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 to send the notice to the lessee within 10 days. If you are

no longer the owner of this vehicle, please forward this letter to the current owner or provide us with information so we may contact the new owner.

REVO provides the safest ambulances in the industry, and vehicle safety is our highest priority. We sincerely regret the inconvenience this recall poses to all our customers.

Sincerely,

Enrique Gimenez
Customer Service Manager
REV Ambulance Group Orlando, Inc.