

# Part 573 Safety Recall Report

## 21V-289

**Manufacturer Name :** REV Ambulance Group Orlando, Inc.**Submission Date :** APR 23, 2021**NHTSA Recall No. :** 21V-289**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : REV Ambulance Group Orlando, Inc.

Number of potentially involved : 20

Address : 2737 N. Forsyth Road  
Winter Park FL 32792

Estimated percentage with defect : 90 %

Company phone : 800-628-8178

**Vehicle Information :**

Vehicle 1 : 2019-2021 REV Ambulance Group Type I &amp; IX

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : REV's Type I and IX Ambulance equipped with Weldon V-MUX

Production Dates : JAN 01, 2019 - OCT 21, 2020

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : Product e may experience a 'lock up' condition where the LCD display or the entire unit may be nonfunctional until the power is reset. The potential for the condition and the functions connected to the display varies due to variation in electrical installation but may include a backup camera, emergency warning lights, or patient care devices depending on the application.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The operator of the vehicle may not be able to read the LCD screen and may not be able to use buttons or both unless they reset the power. If the LCD display appears blank, emergency personnel may not have immediate access to the functions and controls operated by the LCD screen which could delay emergency operations.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

**Involved Components :**

Component Name 1 : V-MUX Vista Interface

Component Description : Vista Screen

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : Weldon Division of Akron Brass

Address : 3656 Paragon Drive  
Columbus Ohio 43228

Country : United States

### Chronology :

REV Ambulance Group Orlando, Inc. (REVO) warranty department received notification from Weldon regarding Equipment recall 20E-078 in early December (12/01/2020). REVO conducted an inventory inspection on December 2, 2021, to see if any of the recall population parts were still at REVO. Due to a procedural error, after the repair of two units, no further action was taken. Upon receipt of notification from NHTSA RMD 4/16/2021, further REVO investigation found that 17 units were likely shipped with the recall population parts prior to the initial inventory inspection. The 573 was filed for REV-O on 4/23/2021.

### Description of Remedy :

Description of Remedy Program : If the vehicle is equipped with a Weldon V-MUX Vista IV Interface with the serial number range. The customer will need to contact Weldon to have a replacement V-MUX vista sent to them.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

### Recall Schedule :

Description of Recall Schedule : REV Group will begin to notify dealers and customers in May or sooner.

Planned Dealer Notification Date : APR 27, 2021 - MAY 10, 2021

Planned Owner Notification Date : APR 27, 2021 - MAY 10, 2021

\* NR - Not Reported