

Module #8

VEHICLE ORIENTATION FOR AMBULANCE TECHNICIAN

First response ready: orientation for new technicians

- Audience: EMS bay technicians, garage mechanics new to ambulance work
- Level: Beginner
- Prerequisite: None
- Duration: 2 hours
- Location: At your facility or at the OEM plant (Pairing with Module #12 recommended if at the plant)

Curriculum

Ambulance walkaround

- Location of major equipment
- Underhood tie-in points
- Cab wiring overview

Exterior conversion components

- Basic adjustments & access
- Door adjustments
- Exterior and interior access panels

Inside the module

- HVAC access and component locations
- Wiring harness routing
- Module locations
- Radio and communications equipment location

Recommended maintenance schedule

- Weekly inspection checklist
- Monthly inspection checklist
- Bi-annual inspection checklist

How to get OEM support

- When and how to escalate issues
- Overview of technical support and warranty pathways

Key Takeaways

Techs will gain confidence in navigating the physical layout an ambulance. They will know how to perform standard walkaround inspections, make minor adjustments, identify where key systems are located, and determine the proper channels for escalating concerns.

This foundational knowledge ensures technicians can engage with the vehicle safely, effectively, and with clarity from day one.



Official certification
at the end of the session.

**Get OEM know-how.
Make the right call.**

Enroll your team

1-800-363-7591



Course content and curriculum are subject to change without notice and may be customized based on customer requirements. This module may be delivered individually or combined with other modules as part of a customized training program. For more information, please contact your Customer Care Specialist.

Demers Ambulances, Crestline Ambulances Customer Care Training Program
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