From: Tracy Bigley
To: Ansley, Alexander (NHTSA)
Subject: Re: Response To EQ10-001
Date: Monday, May 03, 2010 9:46:20 AM

Hi Alex.

The installation was completed by El Dorado National Corporation of Salina, Kansas (the vehicle modification company). Our responsibility, as distributor, was to complete delivery to the customer and handle any after-market parts and service concerns.
El Dorado National Corporation and/or Ricon Corporation would have notified your agency (and the customer) regarding any defect.

Thank you.

Tracy Bigley

> ----- Original Message -----
> **From:** alexander.ansley@dot.gov
> **To:** tbigley@thomasamerican.com
> **Sent:** Monday, May 03, 2010 8:04 AM
> **Subject:** RE: Response To EQ10-001
>
> Tracy,
>
> If the unit was installed in the mini-van before the customer took delivery, your dealership would be responsible for notifying our agency about the issue and notifying the customer about the defect.
>
> Is this the case?
>
> **Alex Ansley**
> US DOT- NHTSA
> Office of Defects Investigation
> Recall Management / W46-412
> 1200 New Jersey Ave SE
> Washington, DC 20590
> P. (202) 493-0481
> F. (202) 366-7882
>
> ---
>
> **From:** Tracy Bigley [mailto:tbigley@thomasamerican.com]
> **Sent:** Monday, May 03, 2010 8:58 AM
> **To:** Ansley, Alexander (NHTSA)
> **Subject:** Re: Response To EQ10-001
>
> Hi Alex.
>
> It was performed on a new, customer owned, lowered-floor minivan conversion.
>
> Regards,
>
> Tracy Bigley

----- Original Message -----
From: alexander.ansley@dot.gov
To: tbigley@thomasamerican.com
Sent: Monday, May 03, 2010 6:13 AM
Subject: RE: Response To EQ10-001

Hi Tracy,

Was the installation performed on a new, not-yet delivered vehicle? Or was the vehicle already owned by the customer?

Alex Ansley
US DOT- NHTSA
Office of Defects Investigation
Recall Management / W46-412
1200 New Jersey Ave SE
Washington, DC 20590
P. (202) 493-0481
F. (202) 366-7882

From: Tracy Bigley [mailto:tbigley@thomasamerican.com]
Sent: Friday, April 30, 2010 2:56 PM
To: RMD.ODI, RMD.ODI (NHTSA)
Cc: Ansley, Alexander (NHTSA); Leonard Stevenson
Subject: Response To EQ10-001

In response to EQ10-001 (Safety Recall 08E-046):

Thomas Bus Sales of Iowa, Inc. (Distributor)
Customer Installation (M. Mulvihill)

Please let me know should you have additional questions or concerns. Thank you.

Regards,

Tracy Bigley
Service Manager
Thomas Bus Sales of Iowa, Inc.
P.O. Box 3028
5636 NE 14th Street
Des Moines, Iowa 50316
515-265-6056
515-265-6590 Fax
tbigley@thomasamerican.com