U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
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Investigation: EQ 14-013
Prompted by: 14E-041
Date Opened: 11/21/2014 **Date Closed:** 02/26/2015
Investigator: Cynthia Glass
Approver: Jennifer Timian
Subject: Wheelchair Lift Platform Cracking

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ricon Corporation
Products: Ricon Wheelchair Lifts, S2005, S2010, S5005, S5505, S5510
Population: 28,000

Problem Description: The platform-side plate of the affected wheelchair lifts may crack.

ACTION / SUMMARY INFORMATION

Action: This EQ investigation is closed.

Summary:

See attached closing report.

EQ 14-013: Wheelchair Lift Platform May Crack
Closing Report

BACKGROUND

In a letter dated July 14, 2014 and amended on July 31, 2014, Ricon Corporation (Ricon) notified the NHTSA that it decided a defect exists in certain model S2005, S2010, S5005, S5010, S5505, and S5510 wheelchair lifts manufactured after January 1, 2006. The platform-side plate of the affected wheelchair lifts may crack. If the platform-side plates crack, the lift platform can separate from the lift and come to rest against the vehicle's lift door. When the doors are opened, the platform may fall out, increasing the risk of injury to the lift operator. This matter was assigned recall number 14E-041.

In their 573 Defect Notification Report, Ricon provided a customer list identifying the vehicle manufacturers that may have incorporated the subject wheelchair lift platforms into their vehicles. On November 21, 2014, the Recall Management Division (RMD) opened this Equipment Query (EQ) Investigation in order to write the companies that purchased these wheelchair lift platforms but had not yet informed NHTSA of a defect decision, to notify them of this defect in any vehicle or vehicle equipment they manufactured, and to ensure thorough safety recalls are conducted where appropriate.

Prior to opening this EQ investigation, 22 vehicle manufacturers filed a defect report announcing their decision to conduct a safety recall for their affected vehicles. On December 3, 2014, an information request (IR) letter was sent to the vehicle manufacturers for which NHTSA had not been notified of a defect decision to request either a defect decision and notification to NHTSA, or a response as to why a defect decision was not appropriate.

VEHICLE MANUFACTURERS RESPONSE

In response to the IR letters, five (5) vehicle manufacturers filed a defect report and indicated they would conduct a recall of their vehicles. The vehicle recall campaigns are:

Manufacturer	**Recall#**
Farber Specialty Vehicles Custom Coach	14V-799
Glaval Bus Inc.	14V-599
OBS, Inc.	15V-068
Oshkosh Specialty Vehicles/Frontline Communications	15V-018
Thomas Built Buses, Inc. / Freightliner/DTNA	14V-477 and 14V-478

Five (5) manufacturers submitted responses explaining that they are not vehicle manufacturers or that the vehicles containing the subject wheelchair lift platforms were exported out of the United States. The following manufacturers are not conducting a recall campaign:

Creative Carriage Ltd
Malley Industries Inc.
Quality Van Sales, Inc.
Safety Vans LLC
The Mobility Specialist

One manufacturer, Sunset Vans, Inc., did not submit a written response to RMD's IR letter, even after multiple attempts to contact them were made by RMD staff. This company will be referred to NHTSA's Office of the Chief Counsel for further possible enforcement action.

RECALL MANAGEMENT DIVISION ACTION

All vehicle and motor vehicle equipment manufacturers who purchased the defective wheelchair lift platforms have been identified and have either filed recall reports and are conducting recalls, or have provided responses explaining why they are not conducting recalls. Accordingly, this equipment query investigation is closed. Copies of documents associated with this investigation, including responses to IR letters, can be found in this Equipment Query's document repository by clicking the "Associated Documents" button.