

MOBILITYWORKS®

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OFFICE OF
DEFECTS INVESTIGATION

May 6, 2004

04V-238
(12 pages)

Via Federal Express and Fax

Mr. Jonathan White
Office of Defect Investigations
National Highway Traffic
Safety Administration
400 7th St. SW
Washington DC 20590

Dear Mr. White:

In accordance with 49 USC 30118 and 49 CFR Part 573, this is a report under 49 CFR 573.5 informing you that WMK, Inc. d/b/a MobilityWorks (MOBILITYWORKS) has determined that a defect may exist in some MobilityWorks Ford E-150, 250, 350, and General Motors 2500 Van Raised Roof vehicles manufactured by MobilityWorks and sold in the United States.

Pursuant to 49 CFR 573.5(c), MOBILITYWORKS provides the following information (per 49 CFR 573.5(b), new and/or updated information will be submitted as it is available):

- Manufacturer's name:**
WMK Inc., d/b/a MobilityWorks, Akron Ohio.
Contact person –
Ralph Cartellone, VP Operations,
1090 West Wilbeth Road
Akron, OH 44314;
Tel. 800 769 8267; Fax. 330 861 0283
MobilityWorks is both a Final Stage Manufacturer under 49 CFR 567.5, as well as an Alterer under 49 CFR 567.7.
- Identification of vehicles potentially containing the noncompliance:**
MY 2001 through 2003 Raised Roof MobilityWorks Ford E-150, E-250, E-350, and General Motors 2500 Model Vans that could have incorrectly secured raised roofs. Manufacturing/Production dates are from June 1, 2001 through March 15, 2003. A list of the VINs is attached.

Description of basis of determination of recall population:

MOBILITYWORKS has determined that the fiberglass raised roofs of certain of its Ford and General Motors Raised Roof Vans are subject to loosening, which may lead to separation, particularly in the presence of high winds. This determination was made based on 3 events and subsequent analysis. MOBILITYWORKS has determined that an improper length mounting screw

may have been used at certain times during the period June 1, 2001 through March 15, 2003. The vehicles built between the above dates thus become the recall population.

3. **Total number of US vehicles potentially containing the defect:**
The number of Raised Roof Van vehicles sold in the USA that could have this problem potentially totals 987.
4. **The percentage of vehicles specified in #3 above that may contain the defect:**
100%.
5. **Description of the defect:**
MOBILITYWORKS has determined that certain of its Ford and General Motors Raised Roof Van fiberglass roofs are subject to loosening, which may lead to separation from the vehicle. The problem identified is the incorrect length of mounting screws to mount the Fiberglass Roof Structure to the factory van roof.

MOBILITYWORKS has revised its manufacturing process and quality control systems to avoid reoccurrences of this issue.

The company has conducted research and developed a repair process, which includes the addition of longer mounting screws and, adhesive sealant to the subject vehicles.

Warnings which can precede the roof separating from the vehicle: There can be a loosening of the leading edge of the raised fiberglass roof from the factory steel roof structure. In certain cases, a separation may be visible.

6. **Data on which determination of defect was made:**
Information from and analysis of 3 events during the period March 2003 to March 2004 in three different states. Notwithstanding these events, there are no known accidents, crashes, or injuries.
7. N/A.
8. **Description of program for remedying the defect:**
 - MOBILITYWORKS will notify Ford and General Motors Raised Roof Van owners in MOBILITYWORKS records; these vans are used by commercial Ambulette Companies and hence MOBILITYWORKS is confident that it has a list of current owners; the Vans do not tend to be resold, as is the case with consumer vehicles. The letter to owners will highlight both the possible warning signs (loosening of the leading edge), as well as the need to take prompt action.

- **MOBILITYWORKS has seven locations of its own in the following cities:**
 - Akron, Ohio
 - Canton, Ohio
 - Toledo, Ohio
 - Detroit, Michigan
 - Chicago, Illinois
 - Pittsburgh, Pennsylvania
 - Scotia, New York

The vans at issue were sold in all geographic areas of the Continental US. To fully cover the recall area, MOBILITYWORKS is in the process of entering into arrangements with several repair facilities to act as service points to implement the recall. These facilities will be qualified and capable of doing the work that MOBILITYWORKS instructs.

- **MOBILITYWORKS will instruct its own locations as well as the third party repair facilities on the process to complete the repair:**
 1. Add additional fasteners
 2. Add adhesive sealant to mating surfaces
- **MOBILITYWORKS will conduct the recall free of charge so that subject vehicles can be repaired. Repairs will be performed at the customer facilities (using MOBILITYWORKS and/or third party personnel), at MobilityWorks locations, or at a third party facilities designated and contracted by MOBILITYWORKS.**
- **MOBILITYWORKS' own locations as well as the third party repair facilities are being and will be notified (see attached) that MOBILITYWORKS will contact the owners to affect the recall.**

Estimated date on which MOBILITYWORKS will begin sending notifications to owners:

Owners letters will be faxed and mailed beginning May 10, 2004. Third party repair facilities will be sent the attached Bulletin as soon as reasonably possible after MobilityWorks identifies the locations of subject vehicles.

Estimated date on which MOBILITYWORKS will complete such notifications:

May 31, 2004.

9. **Copies of all notices, bulletins, and other communications that relate to the noncompliance and sent to more than one dealer or purchaser:**

The draft service bulletin is attached, and will be sent to MOBILITYWORKS locations and third party repair facilities.

10. **Draft Owner notification letter is attached.**

11. **Manufacturer's campaign number:**
MOBILITYWORKS will use the number assigned by NHTSA.

Respectfully submitted,
MobilityWorks
Ralph Cartellone



VP Operations

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1FMNE31S12HB40857	1FTSS34LX3HA42075	1FTNE24263HA57726	1FTSE34L43HA56240	1FTNE24293HA77860	1FTSE34L73HA65538	
1FMNE31S22HB40858	1FTS634L13HA42076	1FTNE24263HA57730	1FTSE34L63HA66241	1FTNE24203HA77861	1FTNE24L23HA66361	
1FMNE31S52HB40859	1FTNE24253HA48010	1FTNE24LX03HA66274	1FTSE34L83HA56242	1FTNE24223HA77862	1FTSS34L73HA64851	
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1FMNE31SX2HB40842	1FTNE24233HA57720	1FTSE34L53HA61351	1FTSE34L03HA61365	1FTSE34L83HA61392	1FBSS31L43HA61818	
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1FTNE24273HA20184	1FTNE24253HA48747	1FTSE34L43HA61356	1FTNE242X3HA57732	1FTSE34L53HA61396	1FTSE34L03HA66945	

Owner Name
Address line 1
Address line 2
City, State
Country Zip

SAFETY RECALL NOTICE

MOBILITYWORKS®

MAKING THE WORLD ACCESSIBLE

BY FAX AND CERTIFIED MAIL RETURN RECEIPT REQUESTED

Date: May 10, 2004

Owner Name
Address line 1
Address line 2
City, State
Country Zip

RE: SAFETY RECALL re Model Year 2001 through 2003 MobilityWorks Ford and General Motors Raised Roof Vans: POSSIBLE ROOF SEPARATION

Dear MobilityWorks Ford Raised Roof Van Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. MobilityWorks has decided that a defect, which relates to motor vehicle safety, exists in MobilityWorks Ford E150, E250, E350, and General Motors 2500 Model Raised Roof Van vehicles of model years 2001 through 2003. **YOUR VEHICLE IS AFFECTED.**

VIN # (List of VIN #'s for Customer)

MobilityWorks has determined that the raised roofs on some MobilityWorks Ford Raised Roof E150, E250, E350, and General Motors 2500 Model Vans may not have been properly installed, and this situation may result in *separation of the fiberglass raised roof from the vehicle while the vehicle is in motion*. In the event of such roof separation, there is the risk of accident and hence the risk of death or serious injury.

WARNINGS which can precede roof separation: There can be a loosening of the leading edge of the raised fiberglass roof from the factory steel roof structure. If you identify this condition, **DO NOT USE THE VEHICLE AND CONTACT MOBILITYWORKS IMMEDIATELY TO ARRANGE A REPAIR AS SOON AS POSSIBLE:**

CONTACT:

Ralph Cartellone
VP Operations
1-800-769-8267, Ext. 204

Even if this condition is not visible, you must still bring your vehicle in for the recall work.

MobilityWorks is taking the following measures to remedy the defect:

- Notifying MobilityWorks Ford and General Motors Raised Roof model year 2001 through 2003 Van owners;
- Conducting a recall so that affected vehicles will be inspected and repaired by MobilityWorks or by a MobilityWorks third party repair facility, free of charge.
- The earliest date that MobilityWorks or a designated repair facility will do the work will be May 10, 2004. We ask that you arrange to have the condition corrected without delay – call MobilityWorks to arrange an upgrade of the vehicle roof as soon as possible. MobilityWorks or your designated repair facility will need approximately 2 hours to inspect and upgrade your raised fiberglass roof.

WARNING! IT IS IMPERATIVE TO COMPLETE THE RECALL UPGRADE AS SOON AS POSSIBLE.

Please note that you may submit a complaint to the National Highway Traffic Safety Administration, 400 Seventh St. S.W. Washington, DC 20590, or you may call the toll free Auto Safety Hotline at 1-888- 327-4236, if you believe that:

- MobilityWorks or your designated repair facility has failed to or is unable to remedy the defect without charge.
- MobilityWorks or your designated repair facility has failed to or is unable to remedy the defect without charge within a reasonable time, which is not longer than 60 days after you tender the vehicle to the designated repair facility.

Any Lessor that receives this notification must send a copy of this notice to the Lessee.

Any Dealer that receives this notification must send a copy of this notice to the Customer.

We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products. If you have any questions, please contact:

Ralph Cartellone
VP Operations
1090 W. Wilbeth Road
Akron, OH 44314;
Tel. 800 769 8267 Ext 204

Sincerely,

MobilityWorks
Ralph Cartellone,


VP Operations

BY FAX AND CERTIFIED MAIL RETURN RECEIPT REQUESTED

Date: May 10, 2004

TO: All MobilityWorks Locations
All MobilityWorks Designated Repair Facilities

Attn: Service Manager / Warranty Administrator

TITLE: MY 2001 to 2003 MobilityWorks Ford raised roof E150, E250, E350, and General Motors 2500 Van Roof Safety Recall

REASON: SAFETY RECALL – Possibility of roof separation

MobilityWorks has determined that the raised roof system on MY 2001 to 2003 MobilityWorks Ford raised roof E150, E250, E350, and General Motors 2500 model Van vehicles may not have been properly installed. This situation may result in loosening of the leading edge of the fiberglass raised roof from the factory steel roof structure, and possibly roof separation while the vehicle is moving. In the event of such roof separation, there is the risk of accident and hence the risk of death or serious injury.

WARNINGS which can precede roof separation: There can be a loosening of the leading edge of the raised fiberglass roof from the factory steel roof structure. If you identify this condition, DO NOT ALLOW THE VEHICLE TO BE USED AND CONTACT MOBILITYWORKS IMMEDIATELY:

Ralph Cartellone
VP Operations
1-800-769-8267, Ext. 204

Even if this condition is not visible, the recall work must still be performed.

MobilityWorks is taking the following measures to remedy the defect:

- Entering into recall repair arrangements with designated third party repair facilities such as your business in order to supplement MobilityWorks seven locations to affect the recall.
- Notifying MobilityWorks MY 2001 to 2003 MobilityWorks Ford raised roof E150, E250, E350, and General Motors 2500 model Van owners to bring their vehicles in for the recall upgrade work;

- Conducting a recall so that the affected vehicles will be inspected and repaired by MobilityWorks or by a MobilityWorks third party repair facility, free of charge.
- The earliest date that the customers are being told that designated repair facilities will do the work will be May 10, 2004.
- Customers are being told to call MobilityWorks to arrange the recall upgrade work appointment. (A copy of the owner letter is attached.)
- Designated repair facilities will be authorized under warranty up to 2 hours to accomplish the necessary work. Claims for the recall service must be promptly submitted so that MobilityWorks can record recall service completions and provide you reimbursement.
- MobilityWorks parts department is prepared to provide all necessary parts and components.
- If you know that a vehicle is not available for a known reason, contact MobilityWorks to inform us of the situation.

The recall work involves the following:

- Remounting the roof with longer length screws; and
- Adding adhesive to the mating surfaces

If you have any questions, please contact

Ralph Cartellone
VP Operations
1090 W. Wilbeth Road
Akron, OH 44314;
Tel. 800 769 8267. X 204