

VAN

WHEELCHAIR VANS, AMBULANCES AND BUSES

March 11, 2008

Associate Administrator for Enforcement
NHTSA
Washington, DC 20590

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED

Re: Part 573 Defect and Noncompliance Report

RECEIVED
2008 MAR 20 - 1:00 PM
OFFICE OF RECALL
MANAGEMENT DIVISION

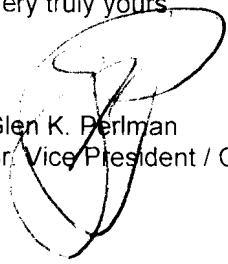
08V-125
(12 Pages)

Dear Sir or Madam:

Please find enclosed a completed Part 573 Defect and Noncompliance Report and all supporting documentation. Kindly process this information accordingly.

Should you have any questions or require additional information, please contact me directly. Thank you for your assistance.

Very truly yours,


Glen K. Perlman
Sr. Vice President / General Counsel

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report¹

On March 10, ²⁰⁰⁸ 2002, National Van Builders, Inc. [MFR] decided that (a defect which relates to motor vehicle safety) (a noncompliance with Federal Motor Vehicle Safety Standard No. 403) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 **Defect and Noncompliance Reports.**

Date this report was prepared: March 11, 2008

Furnish the manufacturer's identification code for this recall (if applicable): 598508

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

National Van Builders Inc.

80 Pine St.

Attleboro, MA 02703

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Glen Perlman, Sr. Vice President/General Counsel

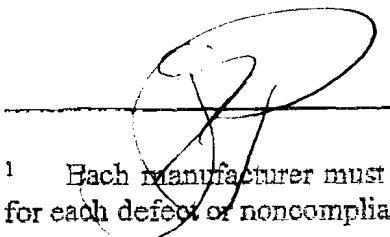
Telephone Number: 508-222-2272 Fax No.: 508-222-7882

Name and Title of Person who prepared this report.

Glen Perlman

Sr. Vice President/General Counsel

Signed:


¹ Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Ford Model Years Involved: 2005-2008 Model(s): Econoline
Production Dates: Beginning: 4/1/05 Ending: 10/9/07
VIN Range: Beginning: _____ Ending: _____
Vehicle Type: Van Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Vehicles sold through February 2008 equipped with Ricon 2000 series wheelchair lifts

Make(s): _____ Model Years Involved: _____ Model(s): _____
Production Dates: Beginning: _____ Ending: _____
VIN Range: Beginning: _____ Ending: _____
Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____
Production Dates: Beginning: _____ Ending: _____
VIN Range: Beginning: _____ Ending: _____
Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

| <u>Vehicles</u> <u>Model</u> | <u>Econoline</u> | <u>Year</u> | <u>2005-2008</u> | <u>Number of</u> <u>Potentially</u> <u>Involved</u> |
|---------------------------------|------------------|-------------|------------------|---|
| | | | | 43 |
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Total Number Potentially Affected by the Recall: 43

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

National Van Builders, Inc. recall is being issued pursuant to
a recall notice received from Ricon Corporation February 29, 2008
Ricon Corp. is the manufacturer of the potentially defective
component. A copy of such recall notice is attached.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Ricon brand wheelchair lifts manufactured between April 5, 2005 and October 9, 2007

Describe the cause(s) of the defect or noncompliance condition.

Potential noncompliance of threshold warning system required by FMVSS 403 5, 6, 1

Describe the consequence(s) of the defect or noncompliance condition.

Possible failure of threshold warning system to detect the presence of a wheelchair or mobility aid in a certain spot within the defined threshold area.

Identify any warning which can (a) precede or (b) occur.

Unknown

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Ricon Corporation

7900 Nelson Road

panorama City, CA 91402

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Oscar Pardinias Director Business Development & Communications

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Please see attached recall notice of Ricon Corporation

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Defect to be repaired by Ricon Corp. authorized service
center or technician nearest to customer's locale

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Lift to be made fully FMVSS 403 compliant

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Please see recall notice of Ricon Corporation

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

All affected customers shall be notified by mail by April 15, 2008

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.



Ricon Corporation
A Division of Vapor Bus International
7900 Nelson Road
Panorama City, CA 91402

Phone: 818.267.3000
Fax: 818.267.3001
www.Wabtec.com

February 29, 2008

Glen Perlman
National Van Builders, Inc.
80 Pine Street
Attleboro, MA 02703-3907

RE: Equipment Safety Standard Non-Compliance Notification #07E-095, Threshold Warning System

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear Glen Perlman,

Ricon Corp. needs your assistance in notifying your customers about a recall of certain wheelchair lift products built between April 1, 2005 and October 9, 2007 inclusive. Ricon Corporation has determined that a safety related noncompliance with S6.1 of the FMVSS 403 exists in public and private use wheelchair lifts manufactured by Ricon on the above dates.

WHAT IS BEING RECALLED:

This recall process applies to the "Threshold Warning System" only on Ricon's "1200, 2000 and 5500" series platform lifts labeled for "DOT Public Use" and "DOT Private Use". It does not apply to other Ricon products.

WHY IS IT BEING RECALLED:

The non-compliance with S6.1 of the FMVSS 403 is the result of the Threshold Warning System not detecting the presence of a wheelchair or mobility aid user in a certain spot within the defined threshold area. In the event this condition occurs during passenger operations the wheelchair or mobility aid user may move toward the vehicle lift door when the lift platform is below floor level. This situation could cause personal injury.



Ricon Corporation
A Division of Vapor Bus International
7900 Nelson Road
Panorama City, CA 91402

Phone: 818.267.3000
Fax: 818.267.3001
www.Wabtec.com

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WHAT YOU AS THE OEM/INSTALLER NEED TO DO:

Ricon has enclosed a complete list of the lifts you purchased that were manufactured during the specified time period. This information will help you identify your end-user customers and provide the following instructions to them:

You will need Ricon Kit # 39979, provided at no charge.

- 1. Park the vehicle in a safe location.**
- 2. Locate and remove 2 bolts at the bottom of the Threshold Warning System (TWS) covers on the inboard surfaces of the right and left side baseplate towers.**
- 3. Slide the covers up to remove top cover clips from towers.**
- 4. Remove optical sensors and retainer clips from inside the two cover assemblies.**
- 5. Reinstall sensors into new TWS covers with new retainer clips provided.**
- 6. Slide new covers over towers and reinstall the 2 bolts at the bottom of the towers.**
- 7. Discard original parts.**

WHAT RICON CORPORATION WILL DO:

Upon notification from your end-user customer, Ricon will work with them to obtain the necessary parts and make the retrofit. If the end-user is already factory trained to perform this service, the retrofit can be done at the end-user's location. If the end-user is not factory trained to perform this service, we will arrange for the retrofit to be done at the nearest Ricon authorized service center/dealer. The lift retrofit will include removal and replacement of the TWS covers using TWS retrofit kit # 39979. We will provide all the necessary replacement parts at No Charge and will pay labor of \$37.50 for each retrofit.

If the lift is retrofitted by an authorized Ricon dealer and it is not completed within 3 business days, please notify Ricon Customer Support at the toll free number listed above.



Ricon Corporation
A Division of Vapor Bus International
7900 Nelson Road
Panorama City, CA 91402

Phone: 818.267.3000
Fax: 818.267.3001
www.Wabtec.com

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If, after contacting the authorized dealer and Ricon Customer Support, your inspection and/or repair is not completed in a reasonable time and without charge you may notify:

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, D. C. 20590
Phone (888) 327-4236

Ricon Corp. will take responsibility for compiling and submitting required “Quarterly Reports” to NHTSA covering end-user retrofits upon receipt of the customer (end-user) contact information from each OEM/Dealer.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact the undersigned at (818) 267-3085 or by email at OPardinas@Wabtec.com.

Sincerely,

A handwritten signature in black ink, appearing to read "OP", is written over a horizontal line.

Oscar Pardinas
Director – Business Development and Communications
Ricon Corp.

WHEELCHAIR VANS, AMBULANCES AND BUSES

RECALL NOTICE
RICON 1200, 2000 and 5000 SERIES WHEELCHAIR LIFTS

March 11, 2008

Aetna Ambulance
275 New State Road PO Box 300
Manchester, CT 06045

- SAMPLE -

Dear Customer:

This letter is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ricon Corp, in conjunction with National Van Builders, Inc. has decided that certain wheelchair lift products built between April 1, 2005 and October 9, 2007 fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 403, Platform Lift Systems for Motor Vehicles.

This defect may result in the failure of the Threshold Warning System to detect the presence of a wheelchair or mobility aid user in a certain spot within the defined threshold area. In the event this condition occurs during passenger operations the wheelchair or mobility aid user may move toward the vehicle lift door when the platform is below floor level. This situation could cause personal injury.

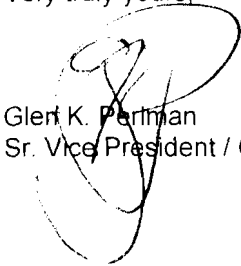
Your Ricon lift has been identified as one of the lifts which is the subject of this Recall Notice. You should immediately have your lift serviced by your local Ricon authorized service center for the installation of Ricon Kit #39979, which will correct the defect. There is no charge for this service. If you are unable to locate a Ricon service center or if your lift is inspected and /or repaired by an authorized Ricon dealer and it is not completed within 3 business days, please notify Ricon Customer Support toll free at 800 322 2884.

If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact Ricon Customer Support at 800 322 2884 or National Van Builders at 800 527 7477.

If, after contacting the authorized dealer and Ricon Customer Support at 800 322 2884, your inspection and / or repair is not completed in a reasonable time and without charge, you may notify: Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We sincerely appreciate your business and apologize for any inconvenience this recall may have caused. Please feel free to contact me directly at 800 527 7477 with any questions or concerns.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Glerf K. Perlman', written over a circular scribble.

Glerf K. Perlman
Sr. Vice President / General Counsel