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OFFICE OF RECALL
MANAGEMENT DIVISION

08V-155
(9 Pages)



Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports (1)

On **November 1, 2007** Ricon[MFR] decided that a defect which relates to motor vehicle safety(a noncompliance with Federal Motor Vehicle Safety Standard 403. S6.1) 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 Responsibility and Reports.

Date this report was prepared: **April 1st, 2008.**

Furnish the manufacturer's identification code for this recall (if applicable): 07E-095

1. Identify the full corporate name of the fabrication 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.

Glaval Bus, A Division Of Forest River, Inc.

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

Rob Froelich, Design Engineer

Telephone Number: **(574) 262-2212 ext. 3665** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Rob Froelich
Design Engineer**

Signed:

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

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and 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:

Please see attached documentation labeled "Supplement Documentation"

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

Vehicles produced during recall timeline: 2675

Vehicles involved in recall: 466

Percentage of recalled vehicles vs. produced: 17.42%

II. Identify the Recall Population

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

Vehicles Model	Year	Number of Potentially
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Involved:

**Please see attached documentation labeled "Supplement Documentation" **

Total Number Potentially Affected by the Recall: 466

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

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:

Ricon supplied us with serial numbers of the lifts affected, which we then cross
referenced to our VIN's. We found 466 vehicles to be involved.

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.

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.

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

A wheelchair may be positioned in such a way that the beams of the threshold warning system pass under the chair and do not detect the presence of the wheelchair

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

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.

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

The threshold warning system has a visual and audible alarm. When the beam(s) is broken, the alarms will come on.

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

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

Oscar Pardinas, Director Of Business Development and 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.

This non-compliance was identified by MGA Laboratory – a contractor for DOT/NHTSA hired to perform compliance testing. The test was performed in August of 2006. Ricon admitted to the non compliance upon filing of the 573 November 1, 2007.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan if previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

Upon notification from the 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 full 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.

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

The threshold warning system employs 2 beams to detect occupancy. The spacing between the beams was wide enough to create the non-compliance. The remedy is to provide replacement beam holders (covers) with the correct spacing to correct the non-compliance.

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

The component provided is the holder/housing that holds the two-infrared beams. The distance from center to center on original design was 7.0 inches. The distance from center to center of the replacement cover is 5.25 inches.

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.

The new holder/housing was implemented in production on October 10, 2007.

VI. Identify the Recall Schedule

10. 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.

Glaval plans to mail the dealers/end users notice by postal mail the week of April 21st, 2008, dependant on when we receive approval of our end-user letter from NHTSA.

11. Furnish Recall Communications

12. 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 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter attached to this document for review.

April 11, 2008



- RECALL NOTICE -

Glaval # ???-??? - Ricon # 07E-095 – Canadian # ??-???

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

Dear Esteem Glaval Bus Customer:

Glaval Bus in conjunction with Ricon Corporation has determined that a safety related non-compliance with FMVSS 127 section 6.1 might exist in certain wheelchair lifts. We are mailing you regarding this recall as your model number has been matched to Ricon's provided list of recalled units, potentially containing this non-compliance.

National Federal regulations require that any vehicle owner receiving this recall notice must forward a copy of this notice to the lessee within ten days.

WHAT IS BEING RECALLED:

The recall process applies to the "Threshold Warning System" only on Ricon's "1700, 2000 and 5100" series units that are 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 Section 6.1 of the FMVSS 127 is the fact the Threshold Warning System not activating the presence of a wheelchair or mobility aid user in a defined spot within the defined threshold area. In the event this condition occurs during passenger operation, the wheelchair or mobility aid user may move toward the rear of the lift when the lift platform is below floor level. This situation could cause personal injury.

WHAT YOU NEED TO DO:

In order to get Ricon factory trained, or an authorized Ricon service center/dealer, you MUST contact Ricon Customer Service at **800-322-2884** to locate your nearest authorized Ricon service center/dealer to have the repair completed for you.

Instructions for factory trained/authorized Ricon service center/dealer ONLY:

Exhibit A-1479, provided on the original Contact Ricon Customer Service at **800-322-2884** to order the A-

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 forward corners of the right and left side base plate 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 bolts.

WHAT THE RICON CORPORATION WILL DO:

Basic Retrofit: Ricon will supply 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. Ricon will provide all the necessary replacement parts at no charge, and will pay labor of \$37.50 for each retrofit.

After contacting the authorized dealer and Ricon Customer Support, your inspection and/or repair will be completed in a reasonable time and without charge (you may notify:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, N.W.
Washington, D.C. 20590
Toll-free Vehicle Safety Hotline (888) 327-4236
TTY (800) 424-9153
Or go to <http://www.safercar.gov>

April 1st, 2008



- RECALL NOTICE -

Glaval # ???-??? - Ricon # 07E-095 - Canadian # ??-???

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

Dear Ricon/Glaval Bus Customer,

Glaval Bus in conjunction with Ricon Corporation has determined that a safety related non-compliance with FMVSS 403 section 6.1 might exist in certain wheelchair lifts. We are mailing you regarding this recall as your model number has been matched to Ricon's provided list of recalled units, potentially containing the non-compliance.

Notice: Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.

WHAT YOU NEED TO DO:

If you are not Ricon factory trained, or an authorized Ricon service center/dealer, you **MUST** contact Ricon customer service at **800-322-2884** to locate your nearest authorized Ricon service center/dealer to have the repair completed for you.

Instructions for factory trained/authorized Ricon service center/dealer ONLY:

Ricon Kit # 39979, provided at no charge. Contact Ricon customer service at **800-322-2884** to order the kit.

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 base plate 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 THE RICON CORPORATION WILL DO:

Upon notification, Ricon will supply 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. This lift retrofit will include removal and replacement of the TWS covers using TWS retrofit kit # 39979. Ricon will provide all the necessary replacement parts at no charge, and will pay labor of \$37.50 for each retrofit.