

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On MARCH 7, 2008, Coach & Equipment Manufacturing Corp. [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 Responsibility and Reports.

Date this report was prepared: September 10, 2008

Furnish the manufacturer's identification code for this recall (if applicable): EQ08-011

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.

COACH & EQUIPMENT MANUFACTURING CORP.

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

BRYAN D. HICKMAN

Telephone Number: (315) 279-1214 Fax No.: (315) 536-0460

Name and Title of Person who prepared this report.

Bryan Hickman
President

Signed:

Bryan D Hickman

¹ 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, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

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DEFECTS INVESTIGATION
RECALL MGMT DIV.

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:

Coach & Equipment 2005, 2006,
Make(s): Equipment Model Years Involved: 2007 Model(s): Phoenix

Production Dates: Beginning: 4/1/05 Ending: 12/31/07

VIN Range: Beginning: N/A Ending: _____

Vehicle Type: Ford chassis Bodystyle: Paratransit bus

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

We recalled those buses equipped with Ricon S-series and K-series wheel chair lifts
manufactured by Ricon Corporation between April 1, 2005 and October 9, 2007 (Ricon recall 07E-095)

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 Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

25%

II. Identify the Recall Population

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

Model	Year	Number of Vehicles Potentially Involved
Phoenix Phoenix	2005	594
Phoenix	2006	
Phoenix	2007	

Total Number Potentially Affected by the Recall:

594

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100% of the buses with Ricon lifts were recalled.

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:

Coach & Equipment builds and installs bus bodies on purchased chassis,
primarily Ford E-Series "cutaway" chassis. Most of these are equipped
with wheel chair lifts manufactured either by Braun Corporation or by Ricon Corporation.
The recall population was selected by identifying which buses were
equipped with the Ricon lifts subject to recall 07E-095.

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.

Certain of Ricon's S-series and K-series lifts fail to comply with FMVSS 403 S74 "Threshold warning signal test" because the optical sensor warning system might fail to activate if a mobility aid (such as a wheel chair) moved toward a certain point in the threshold area.

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

The covers holding the optical sensors could interfere with their proper operation.

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

It might be possible for a wheel chair to fall from the bus or lift if the warning system fails to operate.

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

None

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 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.

Coach & Equipment received a letter from Ricon Corporation dated
February 29, 2008 and received March 7, 2008 notifying us of the
non-compliance. We do not know how they discovered the noncompliance
or what tests they performed.

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 it 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.

Coach & Equipment Manufacturing Corp. is acting as an intermediary between
the end customer and Ricon Corporation. As we were instructed to do by
Ricon, we identified all customers having the ~~non~~compliant lifts and
sent them a letter instructing them to contact Ricon to make an appointment
with their nearest Ricon dealer to receive free service to remedy the noncompliance
or, if properly trained, to have their mechanics receive a free kit
and monetary reimbursement to remedy the noncompliance themselves
(see instructions in attached notification letter).

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 remedy is to install a new, corrected cover in place of the one causing the noncompliance. While replacing the cover is a very simple thing to do, customers were instructed to have a Ricon dealer perform the service unless the customer's mechanics had been trained by Ricon.

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

The new cover does not interfere with the optical sensors.

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.

Ricon tells us they have corrected the noncompliance in their own production process by using the new covers. By the time Coach & Equipment was notified of the noncompliance, all the nonconforming lifts had been installed in buses and shipped to customers.

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.

Letters were sent to all affected customers on or about May 15, 2008. A copy of the draft letter was sent to cdi@dot.gov on March 28, 2008 (see attached), but when we received no reply we proceeded to send out the notification letters because we wanted to be sure that all passengers in our buses would be safe. Ricon is tracking which lifts have been brought into compliance.

VII. Furnish Recall Communications

11. 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) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

Attachments :

- 1) Copy of e-mail to odi@dot.gov
- 2) Copy of letter sent to customers notifying them of the recall.

Attachment 1

Hickman, Bryan

From: Hickman, Bryan
Sent: Friday, March 28, 2008 4:39 PM
To: 'rmd.odi@dot.gov'
Subject: Safety notification #07E-095
Attachments: RecallRicon.doc

Ricon Corporation of Panorama City, California (a division of Vapor Bus International) has notified us that their Wheel Chair lifts built in a 2 year period from April 1, 2005 until October 9, 2007 are subject to recall. Their letter says, "RE: Equipment Safety Standard Non-Compliance Notification # 07E-095". Our company, Coach & Equipment Manufacturing Corp., located at 130 Horizon Park Drive, Penn Yan, NY 14527, builds small buses, some of which were equipped with lifts made by Ricon during this period. Ricon has asked us to send a recall letter to those of our customers having buses with these lifts in them and we are going through all our files to identify those customers. Ricon also tells us that NHTSA must approve our recall letter to our customers. I attach a copy of our draft of a recall letter. Is this the correct address for getting the needed approval? If not, whom do we contact?

Bryan Hickman
President
Coach & Equipment Manufacturing Corp.
(315) 279-1214

9/10/2008



PO Box 36 • Route 14A • Horizon Business Park • Penn Yan, NY 14527 • (315) 536-2321 • fax (315) 536-0460

May 8, 2008

Pinehurst PA
Operations Manager
PO Box 280
Holly, PA 18428

**RE: Wheel Chair Lift Equipment Safety Standard Non-Compliance
Notification #07E-095.**

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

Dear Manager:

Our records indicate that you may have one or more buses built by Coach & Equipment Manufacturing Corp. that has a wheelchair lift built by Ricon Corporation between April 1, 2005 and October 9, 2007, inclusive. Ricon Corporation has determined that a safety related non-compliance with Section 6.1 of the FMVSS 402 exists in these wheelchair lifts.

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".

WHY IT IS BEING RECALLED:

The non-compliance with Section 6.1 of the FMVSS 403 is that the Threshold Warning System may not 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 lift platform is below floor level. This situation could cause personal injury.

WHAT YOU, THE OWNER OF THE BUS, NEED TO DO:

1. Please verify the serial number on each lift that may be in question.

2. Notify Ricon Corporation that you have one or more lifts that may need repair by calling Ricon Customer Service at 1-800-322-2884. They will explain to you how and where you can have the lift(s) repaired at no cost to you.
3. Take your bus(es) to the nearest repair shop designated by Ricon for repair as soon as possible. Ricon will assist you in scheduling the service quickly.

WHAT RICON WILL DO:

Ricon Corporation will assist you in getting the lift(s) repaired quickly. Normally this will be done by an authorized Ricon repair center near you.

If you have your own maintenance and repair facilities, Ricon Corporation will work with you to obtain the necessary parts so you can make the corrective retrofit, if you prefer to have your own people do it. 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 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 into the new TWS covers with new retainer clips provided.
6. Slide new covers over towers and reinstall the two bolts at the bottom of the towers.
7. Discard the original parts.

If your personnel are not trained to perform this service, Ricon will arrange for the retrofit to be done at the nearest Ricon authorized service center or dealer. The 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.

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 following number: (818) 267-3000.

If, after contacting the 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 Avenue, SE
Washington, DC 20590
Phone (888) 327-4236

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures, please contact Oscar Pardinias, Director of Business Development and Communications at Ricon Corporation at (818) 267-3085 or at OPardinias@Wabtec.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim McMullen", written in a cursive style.

James McMullen

CEO

Coach & Equipment Manufacturing Corp.