

Safety Defect and Noncompliance Report Guide for Vehicles **08V-489**  
**PART 573 Defect and Noncompliance Responsibility and Reports<sup>1</sup> (11 pages)**

On June 23, 2007, Quality Van Sales, MFR Inc. 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 17, 2008 \_\_\_\_\_

Furnish the manufacturer's identification code for this recall (if applicable): 07E-097 \_\_\_\_\_

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.

Quality Van Sales, Inc., 349 Old Colony Road, Norton, MA 02766

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

Brian L. Duffy, President

Telephone Number: 508-226-8550 \_\_\_\_\_ Fax No.: 508-223-1403 \_\_\_\_\_

Name and Title of Person who prepared this report.

Brian L. Duffy, President

Signed: *Brian L. Duffy*

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2008 SEP 22 10:35 AM  
DEFECTS INVESTIGATION  
RECALL MGMT DIV.

<sup>1</sup> 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.

**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:** 2005-2007 \_\_\_\_\_ **Model(s):** E-250 & E-350 \_\_\_\_\_

**Production Dates: Beginning:** 9/2005 \_\_\_\_\_ **Ending:** 1/2007 \_\_\_\_\_

**VIN Range: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**Vehicle Type:** Van \_\_\_\_\_ **Bodystyle:** Econoline

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

n/a

**Make(s):** Chevrolet \_\_\_\_\_ **Model Years Involved:** 2006 \_\_\_\_\_ **Model(s):** Express \_\_\_\_\_

**Production Dates: Beginning:** 6/2006 \_\_\_\_\_ **Ending:** \_\_\_\_\_

**VIN Range: Beginning:** 1GAHG35U761248768 \_\_\_\_\_

**Vehicle Type:** Van \_\_\_\_\_ **Bodystyle:** Express \_\_\_\_\_

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

n/a

**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.**

**II. Identify the Recall Population**

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

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
Ford E-250	2005	1
Ford E-350	2006	7
Ford E-250	2006	7
Ford E-250	2007	3

**Total Number Potentially Affected by the Recall:** 18

**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:**

Vehicles had Ricon lifts installed.

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**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.**  
**See Ricon Recall 07E-097**

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**Describe the cause(s) of the defect or noncompliance condition.**  
**See Ricon Recall 07E-097**

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**Describe the consequence(s) of the defect or noncompliance condition.**  
**See Ricon Recall 07E-097**

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**Identify any warning which can (a) precede or (b) occur.**  
**See Ricon Recall 07E-097**

**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**  
**See Ricon Recall 07E-097**

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**Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:**  
**See Ricon Recall 07E-097**

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**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.**

See Ricon Recall 07E-097

**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.**

See Ricon Recall 07E-097

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**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.**

See Ricon Recall 07E-097

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**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:**

See Ricon Recall 07E-097

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

See Ricon Recall 07E-097

**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.**

See Ricon Recall 07E-097

#### **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.**

Quality Van Sales, Inc. will immediately start the recall notifications to our customers as soon as we receive approval form NHTSA.

## **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.**



# QUALITY VAN SALES, INC.

Van Conversion Specialists

349 Old Colony Road  
Norton, MA 02766  
1-800-408-8550  
Fax (508) 226-3702

September 17, 2008

Mr. Safety Director  
ABC Bus Co.  
123 Your Street  
Your Town, USA

**RE: Safety Standard Non-Compliance Recall Notification (#07E-097)**

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

Dear Mr. Director:

Ricon Corporation has determined that a safety related noncompliance with S6.10.2.3 of FMVSS 403 exists in public and private use wheelchair lifts manufactured by Ricon on the above dates.

This recall affects certain wheelchair lift products built between April 1, 2005 and September, 2006 inclusive.

**WHAT IS BEING RECALLED:**

This recall process applies to the Anti Stow Interlock System" on Ricon's "1200, 200 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 S6.10.2.3 of the FMVSS 403 is the result of the Anti Stow Interlock System not detecting the presence of a 50lb test weight on the platform operating volume. In the event this condition occurs during passenger operations it may be possible for the lift platform to begin stowing while at wheelchair or mobility aid user is still occupying the area of the platform close to the pivot point of the platform. This situation could cause personal injury.

**WHAT YOU AS THE OWNER SHOULD DO:**

We have enclosed a list of lifts you purchased that were manufactured during the specified time period. Please call Quality Van Sales at 800-408-8550 to schedule your vehicle for service.

**WHAT QUALITY VAN SALES WILL DO**





## QUALITY VAN SALES, INC.

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Upon notification from your end-user customer, Quality Van Sales will work with them to make the necessary adjustments to the pressure switch (es) on their lift (s).

The lift adjustments will be completed at no charge of the end-user. Whether the repairs are done by the end-user or an authorized Ricon Dealer, Ricon will pay a \$37.50 labor charge. No parts are necessary to correct this noncompliance.

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

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, DC 20590  
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 Quality Van Sales, Inc. at 800-408-8550. or [mary@qualityvansales.com](mailto:mary@qualityvansales.com)

Sincerely,

Brian L. Duffy  
President

**Sample Recall Reply Card**

**End User Address**

**Quality Van Sales, Inc.  
349 Old Colony Road  
Norton, MA 02766**

**NHTSA SAFETY RECALL REPLY**

**Recall Number – 07E-097**

**Anti Stow Interlock System**

**( End User Name ) owns/operates buses equipped with Ricon Wheelchair lifts with serial numbers matching the recall campaign.**

**Please schedule repair as soon as possible.**

**(End User Name) no longer owns/operates the buses mentioned in the recall. The new owner/operator of these buses is: \_\_\_\_\_**



**QUALITY VAN SALES, INC.**

349 OLD COLONY ROAD  
NORTON, MA 02766

**"SAFETY RECALL NOTICE"**