



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

08V-493
(10 pages)

On **November 1st, 2007** Ricon[MFR] decided that a defect which relates to motor vehicle safety(a noncompliance with Federal Motor Vehicle Safety Standard 403, S6.10.2.3) 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 18th, 2008.**

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

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:

A handwritten signature in cursive script that reads "R. Froelich".

(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 or by FAX at (202) 366-7882.

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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:

****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: 1437

Vehicles involved in recall: 171 USA and 33 Canada – Total Of 204 Units

Percentage of recalled vehicles vs. produced: 14.20%

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: 204

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 204 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 S6.10.2.3 of the FMVSS 403 is the result of the "Anti-Stow Interlock" system not detecting the presence of a 50 pound test weight when the weight is located close to the pivot point of the platform.

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

The pressure switch was not adjusted properly.

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

In the event this condition occurs during passenger operations it may be possible for the lift platform to begin stowing while a 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.

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

The lift platform will begin to tilt upward on the outboard end causing the occupant to lean toward the inside of the vehicle.

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 Pardinaz, 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.

NHTSA Compliance Test Report # 638657A and NHTSA 2007-28140 Notice 1 formed the basis for Ricon Corporation's determination of the noncompliance. There have been no claims, accidents, injuries or fatalities associated with this noncompliance.

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.

Upon notification from the end-user customer, Ricon will work with them to make the necessary adjustments to the pressure switch(es) on the lift(s). If the end users/dealers facility is already factory trained to perform service on Ricon products, the adjustment can be performed by their factory trained personnel. If the facility is not factory trained to perform service on Ricon products, Ricon will arrange for the adjustment to be done at the nearest Ricon authorized service center/dealer. The lift adjustments will be completed at no charge. Whether the repairs are done by the end-user/dealer, or an authorized Ricon Dealer, Ricon will pay a \$37.50 labor charge. No parts are necessary to correct this noncompliance.

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.

After running through the 50 pound test procedure and the lift does not comply, an adjustment must be made to the pressure switch to bring the lift into compliance. The test procedure is included with the end user/dealer notification letter.

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

The component in question is the adjustment of the pressure switch located under the pump cover. No components/assemblies are being recalled.

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 recall condition was corrected in production on all lifts manufactured after September 6, 2006 by making the proper adjustment to the pressure switch.

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.

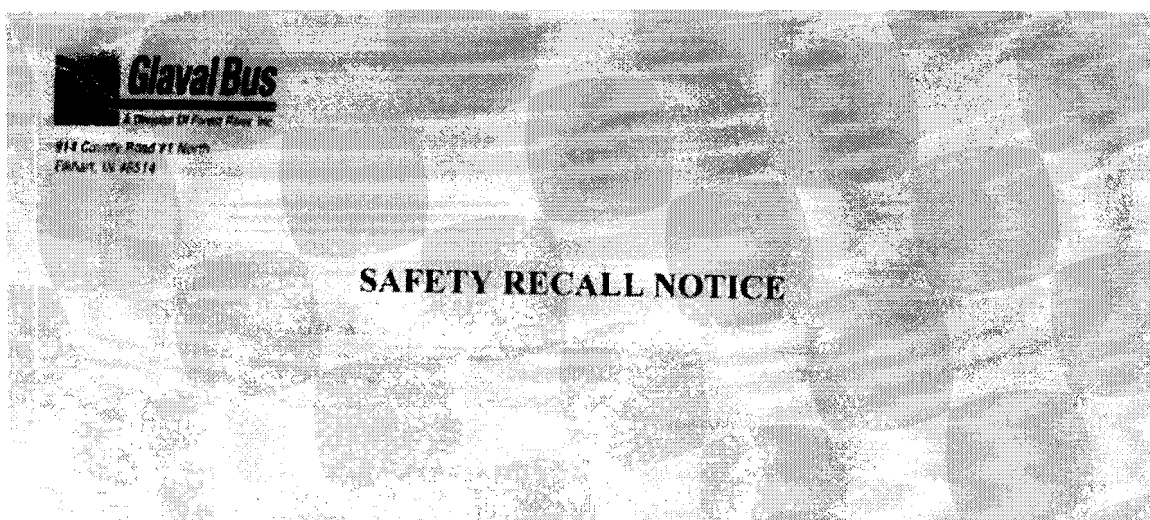
Glaval plans to mail the dealers/end users notice by postal mail the week of October 6th, 2008, dependant on when we receive approval from NHTSA.

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.



Here is a photo of the envelope we plan to use. The address will be placed directly below the "SAFETY RECALL NOTICE."

P.O.	SN #	Model #	Ship date	Reg. Acct	Order Acc	Reg. Acct Name		End User	Date	Installed by:
35-065392	1	194692	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055	21st century oncology	Installed 5-15-06 Glaval Bus Inc.
35-065392	1	194693	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055		
35-065392	1	194694	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055	Star Transportation	Installed 3-20-06 Glaval Bus Inc.
35-065392	1	194695	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055		
35-065392	1	194696	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055		
35-065392	1	194697	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055		
35-065392	1	194698	S2010-F1020000A	01/03/06	006255	319914	GLAVAL BUS INC.	404055	Med Corp.	Installed 3-22-06 Glaval Bus Inc.
35-065392	1	194699	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055		
35-065392	1	194700	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055		
35-065392	1	194701	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055		
35-065392	1	194702	S2010-F1020000A	01/03/06	319914	319914	GLAVAL BUS INC.	404055	Augustana Lutheran Home	Installed 3-9-06 Glaval Bus Inc.
35-065392	1	194703	S2010-F1020000A	01/03/06	852412	319914	GLAVAL BUS INC.	404055	Zuni Transportation	Installed 1-27-06 Mobility Works 852412
35-065392	1	194704	S2010-F1020000A	01/03/06	852412	319914	GLAVAL BUS INC.	404055	A Dependable Transport'n	Installed 1-27-06 Mobility Works 852412
35-065392	1	194705	S2010-F1020000A	01/03/06	852412	319914	GLAVAL BUS INC.	404055	Zuni Transportation	Installed 1-26-06 Mobility Works 852412
35-066024	1	197024	S2010-F1020100B	03/09/06	319914	319914	GLAVAL BUS INC.	406654		
35-066024	1	197025	S2010-F1020100B	03/09/06	319914	319914	GLAVAL BUS INC.	406654		
35-066024	1	197027	S2010-F1020100B	03/09/06	319914	319914	GLAVAL BUS INC.	406654		
35-066024	1	197028	S2010-F1020100B	03/09/06	319914	319914	GLAVAL BUS INC.	406654		
35-066024	1	197029	S2010-F1020100B	03/09/06	319914	319914	GLAVAL BUS INC.	406654		
35-066024	1	197030	S2010-F1020100B	03/09/06	319914	319914	GLAVAL BUS INC.	406654		
35-066555	1	198548	S2010-F1020000A	06/02/06	319914	319914	GLAVAL BUS INC.	410627		
35-067731	1	203522	S2010-F1020000A	02/28/06	530700	319914	GLAVAL BUS INC.	414294	CMS	
35-069893	1	196163-D	S5505-F1020000A	02/07/07	319914	319914	GLAVAL BUS INC.	424849	???	
	25									
			Returned see 404055 1-13-06 order 404774							
			Returned on 3-29-06 on order 408288							
			PO and backup shows Lift s/n of 196957 not this serial number at all.							
			Returned 6-8-06 order number 412551							
			Returned 8-30-05 on order GB19							
			This PO is showing SN 196314 on order 414294							

Production Dates: April 1, 2005 to September 6, 2006



September 18th, 2008 – USA Version

- RECALL NOTICE -**Glaval # ???-??? - Ricon # 07E-097 – 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 certain Ford E350/450 Universal, Primetime 2005 thru 2006, GMC 4500/5500 Titan 2005 thru 2006, Freightliner MB55 Apollo 2005 thru 2006 buses that contain 1200, 2000, and 5500 series platform lifts labeled for "DOT Public Use" and "DOT Private Use" fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 403, S6.10.2.3. In the event this condition occurs during passenger operations it may be possible for the lift platform to begin stowing while a 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.

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 "Anti-stow interlock" 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 S6.10.2.3 of the FMVSS 403 is the result of the Anti-stow interlock system not detecting the presence of a 50 pound test weight when the weight is located close to the pivot point for the platform. In the event this condition occurs during passenger operations it may be possible for the lift platform to begin stowing while a 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 NEED TO DO:

If you are not a factory trained, or an authorized Ricon service center/dealer, you **MUST** contact Ricon customer service at **(800) 267-3000** to locate you're nearest authorized Ricon service center/dealer to have the adjustment completed for you.

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

Note – Test weight dimensions are 6 x 6 x 12 inches.

1. Park the vehicle in a safe location.
2. Open the lift door(s) and deploy the lift to the floor level position.



3. Place the 50Lb test weight oriented lengthwise along the length of the platform and at the most inboard end of the platform operation volume. There is a non-skid decal on the platform that defines this location.
4. Depress the Stow button. Platform should not stow. If platform does not stow, the lift is properly adjusted. If platform stows with the test weight, continue with the following procedure:
 - A. Remove the pump cover and locate the anti-stow pressure switch.
 - B. Remove the "jam" set screw in the center of the switch and turn the adjusting set screw 1/2 turn counterclockwise.
 - C. Place the test weight in the prescribed location.
 - D. Adjust pressure switch in the counterclockwise direction until such point where when the Stow function is depressed, the lift will not stow with the test weight in the prescribed location. It is good practice to adjust the switch 1/8 to 1/4 turn at a time.
 - E. Once pressure switch is set, replace the lock screw. Note: When tightening the lock screw, the adjustment screw may turn up to 1/4 turn.
 - F. Re-test to make sure lift will not stow with test weight in prescribed location.
 - G. Remove test weight.
 - H. Depress the stow switch. Lift should stow with empty platform.

WHAT THE RICON CORPORATION WILL DO:

Upon notification, Ricon will work with you to make the necessary adjustments to the pressure switch(es) on your lift(s). If your facility is already factory trained to perform service on Ricon products, the adjustment can be done by your trained personnel. If your facility is not factory trained to perform service on Ricon products, Ricon will arrange for the adjustment to be done at the nearest Ricon authorized service center/dealer. The lift adjustments will be completed at no charge. 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 adjusted by an authorized Ricon dealer and is not completed within 3 business days, please notify Ricon Customer Support at the toll free number (818) 267-3000.

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:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.
Washington, D.C. 20590
Or call the Toll Free Vehicle Safety Hotline: 1-888-327-4236
TTY: 1-800-424-9153
Or go to: <http://www.safercar.gov>