

Elkhart Coach

**52807 County Road 7
Elkhart, Indiana 46514**

08V-592

(7 Pages)

November 11, 2008

Alex Ansley

US DOT- NHTSA

Office of Defects Investigation

Recall Management / W46-437

1200 New Jersey Ave SE

Washington, DC 20590

Re: Defect Information Notice 07E-095, Threshold Warning System

Mr. Ansley:

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Elkhart Coach, a Division of Forest River Inc., reports a safety campaign to recall 63 Elkhart Coach Buses manufactured between 12/13/05 and 11/7/07 with a defect in the Ricon Corp Wheelchair Lift Threshold Warning System.

Attached is Elkhart Coach's Defect Information Notice, a copy of the Dealer Letter, and a copy of the Owner Letter.

Please contact me if you have any questions. ntownsend@forestriverinc.com or 574-264-5179 Ext. 113

Sincerely yours,

Noel Townsend

RECEIVED
2008 NOVEMBER 14 – 10:00 AM
OFFICE OF RECALL
MANAGEMENT DIVISION

Elkhart Coach

52807 County Road 7
Elkhart, Indiana 46514

Defect Information Report (Section 573.6)

November 11, 2008

(c)(2) Manufacturer: Elkhart Coach
52807 County Road 7
Elkhart, Indiana 46514
(574) 264-5179

Brands: Elkhart Coach

(c)(2) Vehicles identification:

Models affected:

ECI and ECII

Model Years: 2005-07

Manufacture Dates: 12/13/05-11/7/07

Basis for Determining Population: All models built with certain wheelchair lift products that were manufactured between April 1, 2005 and October 9, 2007 inclusive. Specifically the 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.

Component Manufacturer if other than the vehicle manufacture: Ricon Corporation.

(c)(3) Total Number of Vehicles Potentially Affected: 63 buses

(c)(4) Percentage of Vehicles Estimated to Contain the Defect: 100%

(c)(5) Description of the Defect: 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.

49CFR Section 577.5(f) Evaluation of Safety Risk: 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.

(c)(6) Chronology of Principle Events:

November 1 2007, Ricon Corp determined non-compliance with FMVSS 403. This was based on test report #638675A and NHYSA-7007-28140 Notice 1. No claims, accidents, injuries or fatalities had been associated with the non-compliance. Elkhart Coach received notification and has determined the need complete the recall procedures.

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(c)(7) Noncompliance-test or other data: Not applicable

(c)(8) Remedial program:

Requires retrofitting with Ricon Kit #39979 provided at no charge.

Estimated Dealer Notification Date: Elkhart Coach notified the dealer on
11/14/08

Estimated Owner Notification Date: Elkhart Coach notified the owner on
11/14/08

Reimbursement Plan: Parts and labor for the repair will be at no charge.

(c)(9) Communication sent to dealers and owners: Copies of notification letters sent
by Elkhart Coach have been submitted with this report.

(c)(10) Copy of proposed owner notification letter: A copy of Elkhart Coach's owner
notification letter has been submitted with this report.

(c)(11) Manufacturer's campaign number: #07E-095 Threshold Warning System

SAMPLE OWNER NOTIFICATION LETTER

SAFETY RECALL NOTICE

Dear [Insert name or generic title]:

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

Elkhart Coach has decided that a defect which relates to motor vehicle safety exists in the wheelchair lifts of certain mid-sized buses. Specifically, Ricon Corporation, a wheelchair lift products company, 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 between April 1, 2005 and October 9th, 2007

! I M P O R T A N T !

- Your Elkhart Coach Bus is being recalled
- You should contact your Elkhart Coach Dealer or nearest Ricon Dealer to arrange for service to be performed at no cost.

Why is a recall being conducted?

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 are we doing about the problem?

A free retrofit is being provided by Ricon Corp to remedy this non-compliance. Upon notification from you, Ricon will work with you to obtain the necessary parts and make the retrofit.

What should you do?

Contact Ricon with your Wheelchair Lift serial number and model number confirm it's in the recall and to arrange for your unit to be serviced. In most cases the Bus will need to be returned to you're your nearest Ricon service center or to your

dealer for service.

Upon notification Ricon will provide your Dealer or the Ricon authorized dealer, the replacement parts kit. Ricon will provide them with all the necessary adjustment instructions and/or replacement parts Free of Charge.

What if you no longer own this Bus?

If you no longer own this bus please contact Noel Townsend at 574-264-5179 Ext. 113 with the new owners contact information. Or email ntownsend@forestriverinc.com

Who should you contact if you have further questions or concerns?

If you have any questions concerning these procedures please contact Oscar Pardinas at Ricon Corp at (818) 267-3085 or by email at OPardinas@Wabtec.com. Or you may contact Noel Townsend Elkhart Coach at 574-264-5179 Ext. 113.

If you have already paid to have your Bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, please contact Oscar Pardinas at Ricon Corp at (818) 267-3085 or by email at OPardinas@Wabtec.com.

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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 apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Elkhart Coach

SAMPLE DEALER NOTIFICATION LETTER

SAFETY RECALL NOTICE

Dear [Insert name or generic title]:

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

Elkhart Coach has decided that a defect which relates to motor vehicle safety exists in the wheelchair lifts of certain mid-sized buses. Specifically, Ricon Corporation, a wheelchair lift products company, 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 between 4/1/2005 and 10/9/2007.

! I M P O R T A N T !

- Your bus contains a lift that is being recalled
- You should contact your nearest Ricon Dealer to arrange for service to be performed at no cost.

Why is a recall being conducted?

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 are we doing about the problem?

We are working with our Dealers, Ricon, and the Bus Owners to facilitate the recall process and ensure the necessary service work is completed with minimal interruption of service. 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 or you the Dealer are already factory trained to perform this service, the retrofit can be done at the Dealer or

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.

What should you do?

Elkhart Coach needs your help in contacting Owners so that the wheelchair lifts can be retrofitted. We are sending notifications out to the owners that have filled out warranty registrations, but we may need your help contacting the remaining owners, and arranging the required service.

Who should you contact if you have further questions or concerns?

If you have any questions concerning these procedures please contact Oscar Pardinias at Ricon Corp at (818) 267-3085 or by email at OPardinias@Wabtec.com. Or you may contact Noel Townsend Elkhart Coach at 574-264-5179 Ext. 113.

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