

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Responsibility and Reports**<sup>1</sup>

On September 9, 2008, Diamond Coach 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 9, 2008

Furnish the manufacturer's identification code for this recall (if applicable): RIC-08

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.

Diamond Coach Corporation  
\_\_\_\_\_

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

Dick Seybolt - President / CEO  
\_\_\_\_\_

Telephone Number: 620-795-2191 ex.18 Fax No.: 620-795-4816

Name and Title of Person who prepared this report.

Will Tucker - Engineering Manager  
\_\_\_\_\_

Signed:

Dick Seybolt

<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](mailto: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): Diamond Model Years Involved: 2005-2007 Model(s): VIP

Production Dates: Beginning: 04/01/2005 Ending: 11/30/2007

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

Vehicle Type: \_\_\_\_\_ Bodystyle: \_\_\_\_\_

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

Buses that were manufactured between 04/01/2005 and 11/30/2007 and were fitted with Ricon wheelchair lifts .

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.**

1,036 buses produced between 04/01/2005 and 11/30/2007, 66 buses recalled under 07E-095 & 07E-097.

66/1,036 = .0637 (6.37% of all production in the date range are possibly affected)

**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>
VIP	2005	6
VIP	2006	30
VIP	2007	30

**Total Number Potentially Affected by the Recall:** 66

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:** 6.37% of all production in the date range are possibly affected. Calculation is shown on the previous page.

**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:**

-Beginning and final dates were determined from the Ricon's recall information. 07E-095 spanned 04/01/2005 to 10/9/2007, 07E-097 spanned 04/01/2005 and 9/6/2007. Diamond Coach is recalling all Ricon lift equipped buses produced between 4/1/2005 and 11/30/2007 to ensure that all possibly affected lifts are encompassed by the recall.

### **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.**

-Ricon recall 07E-095 states "The Threshold Warning System may not detect the presence of a wheelchair test

device when tested in accordance with S7.4 of the FMVSS 403."

-Ricon recall 07E-097 states "The Anti-stow interlock may not detect the presence of the 50 pound test weight when

the weight is located close to the pivot point for the platform in accordance with test procedures in S7 of FMVSS 403."

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

-Ricon recall 07E-095 states "Results from misinterpretation of the testing parameters."

-Ricon recall 07E-097 states "The pressure sensing switch that detects the presence of weight on the platform was

not adjusted to the necessary sensitivity level."

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

-Ricon recall 07E-095 states "The threshold warning signal may not activate when a certain point on the threshold area is encroached."

-Ricon recall 07E-097 states "The platform could stow even though an object was still occupying the area of the platform close to the pivot point of the platform."

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

-Ricon recall 07E-095 states "With the lift platform one inch or more below vehicle floor level, the Threshold Warning System will activate when a wheelchair or individual using a mobility aid enters the designated Threshold area but may deactivate if the wheelchair or mobility aid user continues to move toward a certain point on the threshold area."

-Ricon recall 07E-097 states "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

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

Stanton Saucier / General Manager / ph:818-267-3016 fx:818-267-3187

#### **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.**

-Ricon recall 07E-095 states "NHTSA Compliance Test Report #638657A and NHTSA -2007-28140 Notice 1 formed this basis for Ricon Corporation's determination of noncompliance. There have been no claims, accidents, injuries or fatalities associated with this noncompliance."

---

-Ricon recall 07E-097 states "NHTSA Compliance Test Report #638657A and NHTSA -2007-28140 Notice 1 formed this basis for Ricon Corporation's determination of 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.**

Diamond Coach Corporation will forward all correspondence to a Ricon representative for all issues pertaining to this recall.

---

---

---

---

---

**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.**

-Ricon recall 07E-095 states "Replacement of the Threshold Warning System metal covers and optical sensor mounting retainers  will correct the noncompliance. Ricon will provide a kit for field replacement at no charge."

---

-Ricon recall 07E-097 states "Adjust sensitivity of the anti-stow pressure switch mounted on the hydraulic pump to a position that  causes the platform to exhibit 5-6 pulses during the stowing cycle. A pulse is characterized by a momentary hesitation in movement of the platform. Lifts subject to this recall will exhibit 1-2 pulses only."

---

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

-Ricon recall 07E-095 states "The Replacement parts can be distinguished from the recall components by the location of the  openings in the cover where the optical sensors are located. The remedy components will have openings spaced 5.25 inches apart  while recall components will have openings spaced 7 inches apart."

---

-Ricon recall 07E-097 states "Not Applicable, no parts are required."

---

**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 recall 07E-095 states "The recall condition was corrected in production on all lifts manufactured after October 9, 2007."

---

-Ricon recall 07E-097 states "The recall condition was corrected in production on all lifts manufactured after September 6, 2006 by  making 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.**

-Ricon recalls 07E-097 & 07E-097 state "Ricon Corporation anticipates the recall campaign will begin December 31, 2007. At that  time, manufacturers and dealers will be notified of their responsibilities in coordinating the campaign and making remedies to the  recall population."

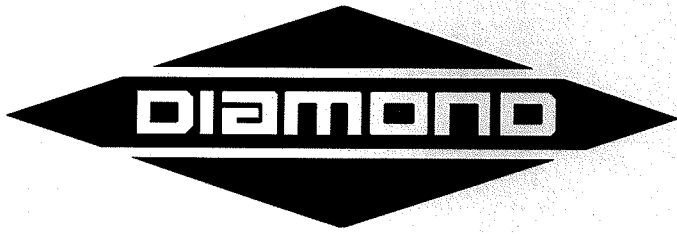
---

-Diamond Coach Corporation anticipates the recall campaign will begin November 30, 2007. At that time we will have mailed out  end user letters that reinforce the importance of the Ricon recalls and that direct the end users to contact Ricon if they have not  already.

## **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](mailto: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.**



**Diamond Coach Corporation**  
2300 West 4<sup>th</sup> St  
PO Box 489  
Oswego, Ks 67356  
Telephone: 620-795-2191  
Fax: 620-795-4816

September 15, 2008

Subject: Diamond Coach Recall RIC-08

Dear Diamond Coach Owner,

Diamond Coach Corporation has determined that the Ricon wheelchair lift which was installed in your coach at our factory possibly lacks compliance with Federal Motor Vehicle Safety Standard 403. Diamond Coach Corporation is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49CFR Part 573 – Defect and Noncompliance Reports.

Ricon Corporation has already notified all lift owners as to the issues and remedies with recalls 07E-095 and 07E-097. This Diamond Coach recall envelops both of these previous recalls and instructs you, the owner, to contact Ricon Corporation at your earliest convenience if you have not already done so.

*Please contact Ricon to remedy these issues,*

**Ricon Corporation – 818-267-3000**

Stanton Saucier – General Manager – 818-267-3016

William Hinze – Director of Marketing – 818-267-3012

\*\*\*If, after contacting Ricon Corporation, 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, D.C. 20590  
888-327-4236

If any other assistance is needed for these issues, feel free to contact Diamond Coach at:

800-446-4645

Extension 14 – Will Tucker – Engineering Manager

Extension 21 – Jimmy Jarman – Customer Service/Warranty Administrator

Sincerely,

Dick Seybolt

President / CEO

Diamond Coach Corporation