

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

On November 2 2007 Ricon 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: November 21, 2008

Furnish the manufacturer's identification code for this recall (if applicable): Ricon 001

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.

MOBILITY TRANSPORTATION SERVICES

42000 KOPPERNICK #A3 CANTON MI 48187

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

DAVE BROWN - PRESIDENT

GERI BROWN - VICE PRESIDENT

Telephone Number: 734-453-6452 **Fax No.:** 734-453-6708

Name and Title of Person who prepared this report.

GERI BROWN

VICE PRESIDENT

Signed:

RECEIVED
2008 DECEMBER 3 - 10:00 AM
OFFICE OF RECALL
MANAGEMENT DIVISION

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.

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:** 06, 07 **Model(s):** E11, S24, S31

Production Dates: Beginning: 10/05 **Ending:** 11/07

VIN Range: Beginning: 6HA63216 **Ending:** 7DB45857

Vehicle Type: VAN **Bodystyle:** VAN

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

VEHICLES ALTERED BY MTS WITH RICON LIFTS EFFECTED BY RECALL
07E-095 AND 07E-097.

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.

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-095

SEE RICON RECALL 07E-097

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

SEE RICON RECALL 07E-095

SEE RICON RECALL 07E-097

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

SEE RICON RECALL 07E-095

SEE RICON RECALL 07E-097

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

SEE RICON RECALL 07E-095

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.

RICON CORP

7900 NELSON ROAD

PANORAMA CITY CA 91402

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

DAVE BROWN

MOBILITY TRANSPORTATION SERVICES

42000 KOPPERNICK #A3

CANTON MI 48187

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.**

SEE RICON RECALL 07E-095

SEE RICON RECALL 07E-097

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.

ALL OWNERS HAVE BEEN CONTACTED AND INSTRUCTED WHERE TO OBTAIN

CORRECTIVE MEASURES OUTLINED BY RICON IN THEIR RECALL

MAILED WITH RICON RECALLS 07E-095 AND 07E-097.

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-095

SEE RICON RECALL 07E-097

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

SEE RICON RECALL 07E-095

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.

PRODUCTION REMEDY IDENTICAL WITH RECALL REMEDY IDENTIFICATION.

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.

ALL OWNERS HAVE BEEN CONTACTED. SEE ATTACHED LIST.

- SAMPLE LETTER -

SAFETY RECALL NOTICE

RICON RECALL 07E-095

Dear Listening Ear Crisis Center:

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

Ricon Corp. has decided that a defect which relates to motor vehicle safety exists in Lift # S2010

! IMPORTANT !

- **Your Lift # S2010-F1020000A205412-D is being recalled.**

This lift was installed in the following vehicle

VIN # 1FDWE35L46D _____

- **You should follow the action stated in this notice**

Why is a recall being conducted?

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.

This results from misinterpretation of the testing parameters.

The Threshold Warning Signal may not activate when a certain point on the threshold area is encroached.

What are we doing about the problem?

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.

What should you do?

Contact Mobility Transportation Services at 1-800-496-4280.

What if you no longer own this lift?

Contact Mobility Transportation Services at 1-800-496-4280 and let us know who does own it.

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

Contact Mark Travis at 1-800-496-4280 (ext 205).

If you have already paid to have the above stated lift repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair / replacement. To learn more about what you need to do to obtain reimbursement, review enclosed instructions.

If after having attempted to take advantage of this recall you believe you have not been able to have your X Series lift 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,

Mobility Transportation Services