

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

On Nov 1, 2007, Ricon Corporation [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: Dec 1, 2008

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

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.

Rifled Air Conditioning, 2810 Earlham Place, High Point, NC 27263

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


Gregory M. Stebbins, National Warranty mgr.

Telephone Number: 336-434-1000 Fax No.: 336-861-4646

Name and Title of Person who prepared this report.

Gregory M. Stebbins
National Warranty mgr.

Signed:



RECEIVED
2008 DECEMBER 9 - 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.

1. 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): Chev Model Years Involved: 2001 Model(s): 1GBH6-Express Cutaway

Production Dates: Beginning: NA Ending: NA

VIN Range: Beginning: 1GBHG31R5 AND 1GBHG31R211

Vehicle Type: VAN Bodystyle: Private Bus, small

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

Each vehicle involved has a wheelchair lift installed

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.

II. Identify the Recall Population

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

Model	Year	Number of Vehicles Potentially Involved
1GBH6 - Express Cutaway VAN	2001	<u>2</u>

Total Number Potentially Affected by the Recall: 2

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:

We pulled from our records ALL wheel chair lift installs from April 1, 2005, thru & including to date Nov of 2008. We found 7. Of the seven, the lifts for 4 were provided to us by the customer directly. Of the remaining 3, 1 was not the type of lift involved, leaving us with 2. Those 2 are listed.

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 Ricor recall 07E-097.

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

See Ricor Recall 07E-097

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

See Ricor Recall 07E-097

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

See Ricor 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 Ricor Recall 07E-097

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

See Ricor Recall 07E-097

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 Ricor Recall 07E-095*
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 Ricor 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.

See Ricor Recall 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-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.

See Ricon Recall 07E 097

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.



RIFLED AIR CONDITIONING
— WAVE SYSTEMS WAVE —



Dear (Vehicle Owner):

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

Rifled Air Conditioning has determined that a defect which relates to motor vehicle safety exists in certain specialized buses and private transport vehicles that are equipped with Ricon® platform style lifts manufactured between April 1, 2005 and October 9, 2007 inclusive. These lifts may exhibit a condition in which the threshold warning signal may not activate when a certain point on the threshold area is encroached. Should this occur, the presence of a wheelchair or mobility aid user in a certain spot within the defined threshold may not be detected. If this takes place during passenger operations the wheelchair or mobility aid used may move forward toward the vehicle lift door when the platform is below floor level. This situation could cause personal injury.

Your vehicle, a 2001 GMC Express Cutaway Van (Private Transport Vehicle), vehicle identification number _____ is affected. For this reason, we ask that you arrange for service to correct the condition without delay. The service and required parts as described in this letter will be provided free of charge.

To correct this condition, your dealer will install replacement optical sensor covers and brackets.

The work will take about 1 hr to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. To obtain this free service, please call Rifled Air Conditioning at 336-434-1000 and ask to speak with Greg Stebbins. Inform him that you have received this letter regarding recall 07E-095. At the time of your appointment, please bring this letter with you as it identifies the vehicle and the service required.

If you have any problem obtaining the needed repair, please contact Rifled Air Conditioning Customer Service at 1-800-627-1707. An RAC representative will arrange for prompt attention to your vehicle.

We regret any inconvenience which this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123)

Thank you for attention to this important matter.

Gregory M Stebbins

Warranty Manager, Rifled Air Conditioning