



08V-670
(11 Pages)

Alex Ansley – US DOT – NHTSA
Office Of Defects Investigation
Recall Management – W46-412
1200 New Jersey Ave SE
Washington, DC 20590

December 5, 2008

**RE: Completed Part 573 Defect and Noncompliant Responsibility and Form &
Sample Customer Notification Letter**

Mr. Ansley:

I have attached the completed Part 573 Defect and Noncompliant Responsibility and Report form, as requested. I have also included a copy of a letter I will be sending to the Ricon Corp. with a customer notification letter.

After a thorough review of your e-mail (dated 12/1/08), I am hopeful that this information will satisfy Double K Inc.s' responsibility regarding this recall. However, if further information is required, please feel free to contact me at your convenience.

Respectfully,

A handwritten signature in black ink, appearing to read 'Kristina Pence-Dunow'.

Kristina Pence-Dunow
Double K Inc. President

RECEIVED
2008 DECEMBER 17 – 3:00 PM
OFFICE OF RECALL
MANAGEMENT DIVISION

Attachments (4)

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

On (Dec 31, 2007), 2008, Ricon Mfg. [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) 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: 12.4.08

Furnish the manufacturer's identification code for this recall (if applicable): N/A

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.

Double, Kelco. 701 N. Railroad Ave.

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

Kristina Pence-Duncan, Pres.

Telephone Number: 715-478-5090 Fax No.: 715-478 5095

Name and Title of Person who prepared this report.

Kristina Pence-Duncan, Pres

Signed:



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.

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): Double Kellie Model Years Involved: 2006 Model(s): Villager

Production Dates: Beginning: 10/2006 Ending: 10/2006

VIN Range: Beginning: 5B4M Ending: 5B4MP

Vehicle Type: Bus Bodystyle: Trolley

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

recall only involves Ricon "Sik" lift which we only installed one unit in that time period

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.

N/A

N/A

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
Villager Trolley	2006	1

Total Number Potentially Affected by the Recall: 1

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 1 unit

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:

Only 1 unit installed during time period of 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.

Recall on Ricon ADA lift component
installed on our Trolley Bus

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

? Ricon has this information

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

? Ricon has this information

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

Ricon has this information

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, CA 91402

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

do not have one
possibly Oscar Pardini?

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 Has this information

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.

Ricon has this information

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

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

Ricon

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

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

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.



SAFETY RECALL NOTICE

Dear Sir/Madam:

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

Double K Inc., has been notified that a defect, which relates to motor vehicle safety, exists in the Ricon S-Series Platform, part # S2005-F1020100A. This part was installed in the model #K5505-F1020000A, serial# 199083, VIN#5B4MP676063, Model: Villager 208, Chassis: Workhorse, trolley sold to the City of Durango in 2006.

Please contact Ricon Corp for further instruction on how to have this defect corrected. Ricon can be reached by one of the following methods:

Ricon Corporation **or** 1-800-322-2884 **or** marketing@riconcorp.com
7900 Nelson Road
Panorama, CA. 91402

If you have already paid to have your S-Series Platform repaired for the defect, you may be eligible for reimbursement of the charges you paid for the repair or replacement if applicable. To learn more about what you need to do to obtain reimbursement, please contact Ricon by one of the methods listed above.

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 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,

A handwritten signature in black ink, appearing to read "Kristina Dunow". The signature is written in a cursive style with a large, prominent initial "K".

Kristina Dunow
Double K Inc. President



Ricon Corporation
A Division of Vapor Bus International
7900 Nelson Road
Panorama, CA 91402

Phone: 818.267.3000
Fax: 818.267.3001
www.wabtec.com

October 13, 2008

Dealer # 189900
Double K, Inc.
701 North Railroad Ave
Crandon, WI 54520

RE: Recent Ricon Recalls

Dear Sir or Madam,

You were recently notified of two recalls related to the Ricon S & K Series lifts. These notifications were written strictly following NHTSA's guidance.

Unfortunately, the letter did not clearly state that Ricon can, and will administer these two recalls on your behalf, provided you follow these simple steps:

- 1). File a 573 with NHTSA for each of the non compliances 07E-095 and 07E-097. This is a requirement.
- 2). Send us an electronic copy of your letterhead and we will prepare the End User notification letters and get approval from NHTSA.
- 3). If you already have a list of affected customers, please send it to us. We can begin with our partial list of customer information for the affected serial numbers from warranty registrations. We'll need you to supply us any missing customer data from warranty cards not returned to Ricon.
- 4). Ricon will mail out your End User notifications
- 5). Ricon will supply NHTSA and you, with a quarterly report that shows the serial numbers of units that have been repaired. The copy sent to you to satisfy your quarterly reporting requirements with NHTSA.

I want to personally apologize for any inconvenience these recalls may have caused you. Please allow us to lighten your burden in this matter.

If you require further assistance please contact our Customer Service department at 1-800-322-2884 or at Marketing@riconcorp.com.

Sincerely,

Oscar Pardinias
Vice President - Sales and Marketing
Ricon Corporation