

Safety Defect and Noncompliance Report Guide for Equipment  
**PART 573 Defect and Noncompliance Report**<sup>1</sup>

On January 20, 2009, 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 items of motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: JANUARY 20<sup>th</sup> 2009

Furnish the manufacturer's identification code for this recall (if applicable): 0901V-001

1. Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the recalled item of equipment. If the recalled item of equipment is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

RICON CORPORATION MODELS 1200, 2000, AND 5500/STARCRAFT BUS, A DIVISION OF FOREST RIVER, INC. MODELS: ALLSTAR, STARLITE, STARQUEST, AND XLT.

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

LARRY HALL, DIRECTOR OF ENGINEERING

Telephone Number: 574-642-3112 Fax No.: 574-642-4835

Name and Title of Person who prepared this report.

LARRY HALL  
DIRECTOR OF ENGINEERING

Signed:



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 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 E-Mail to RMD.ODH@dot.gov.

NOTICE OF DEFECTS

2009 FEB 12 P 1:35

RECEIVED

**I. Identify the Recalled Items of Equipment**

2. Identify the Items of Equipment Involved in this Recall, *for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:*

Generic name of the item:

Make: RICON LIFT Model: 1200, 2000, 5500

Part Number: \_\_\_\_\_ Size: \_\_\_\_\_

Function: THRESHOLD WARNING SYSTEM

Other information which characterizes/distinguishes the items of equipment to be recalled:

\_\_\_\_\_  
\_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Part Number: \_\_\_\_\_ Size: \_\_\_\_\_

Function: \_\_\_\_\_

Other information which characterizes/distinguishes the items of equipment to be recalled:

\_\_\_\_\_  
\_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Part Number: \_\_\_\_\_ Size: \_\_\_\_\_

Function: \_\_\_\_\_

Other information which characterizes/distinguishes the items of equipment to be recalled:

\_\_\_\_\_  
\_\_\_\_\_

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 Equipment equipped with certain items of equipment from January 1, 1996, through April 1, 1997, then what was the percentage of the recalled Equipment of all Equipment manufactured during that time period.

**II. Identifying the Recall Population**

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

<u>Model</u>	<u>Year 2005 - 2007</u>	<u>Number of Items Potentially Involved</u>

Total Number Potentially Affected by the Recall: 5659

4. Furnish the approximate percentage of the total number of items of equipment estimated to actually contain the defect or noncompliance: 19%

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 items of equipment: RICON CORP. INITIATE THE RECALL WITH TIME FRAME AND SUPPLIED SERIAL NUMBERS OF LIFTS, WHICH WERE MANUFACTURED IN THAT TIME FRAME. STARGRAFT BUS THEN IDENTIFIED THE TOTAL NUMBER OF VEHICLES PRODUCED VS. TOTAL NUMBER OF DEFECTIVE PARTS INSTALLED.

**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.

THE THRESHOLD WARNING SYSTEM (TWS) MAY NOT DETECT THE PRESENCE OF A  
WHEELCHAIR OR MOBILITY AID USER IN CERTAIN SPOTS WITHING THE DEFINED  
THRESHOLD AREA.

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

SEE RICON CORP. RECALL NO. 07E-095

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

THE USER OF THE LIFT COULD BE INJURED SHOULD THE LIFT MOVE UNINTENTIONALLY.

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

SEE RICON CORP. RECALL NO. 07E-095

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

7900 NELSON ROAD

PANORAMA CITY, CA 91402

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

ALBERT J. NEUPAYER (CEO), BILL HINZE (VP MARKETING)

**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 CORP. RECALL NO. 07E-095

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**V. Identify the Remedy**

8. 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 CORP. WILL PROVIDE KIT #39979 AT NO CHARGE AND A FACTORY TRAINED  
AND AUTHORIZED RICON SERVICE CENTER DEALER WILL INSTALL.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

SEE RICON CORP. RECALL NO. 07E-095

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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 CORP. RECALL NO. 07E-095

#### VI. Identify the Recall Schedule

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 RECALL NOTICE WILL BE MAILED TO OUR DEALERS, NO LATER THAN  
FEBRUARY 6TH, 2009.

#### VII. Furnish Recall Communications

9. 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 (RMD.ODI@dot.gov) for review prior to mailing.*

Note: These documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

Starcraft Bus Recall Number 0901V-001  
Ricon Recall Number 07E-095  
Date: January 20, 2009  
Last Updated: January 20, 2009

**- RECALL NOTICE -**  
**Starcraft Bus # 0901V-001 / Ricon # 07E-095**

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

Dear Ricon/Starcraft Bus Customer:

Starcraft Bus in conjunction with Ricon Corporation has decided that certain model vehicle manufactured from 2005 to 2008 fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 404, "Platform lift Installations in Motor Vehicles." The threshold warning system may not detect the presence of a wheel chair or mobility aid user in certain spot within the defined threshold area. The user of the lift could be injured should the lift move unintentionally.

**Notice:** Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**What is being recalled:**

This recall process applies to the Ricon Lift's "Threshold Warning System." Only 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.

**Why is it being recalled:**

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 you need to do:**

If you are not Ricon factory trained, or an authorized Ricon service center/dealer, you **MUST** contact Ricon customer service at **800-322-2884** to locate your nearest authorized Ricon service center/dealer to have the repair completed for you.

Instructions for factory trained/authorized Ricon service center/dealer ONLY:

Ricon kit # 39979, provided at no charge. Contact Ricon customer service at **800-322-2884** to order the kit.

1. Park the vehicle in a safe location.
2. Locate and remove 2 bolts at the bottom of Threshold Warning System (TWS) covers on the inboard surfaces of the right and left side base plate towers.
3. Slide the covers up to remove top cover clips from towers.
4. Remove optical sensors and retainer clips from inside the tower cover assemblies.
5. Reinstall sensors into new TWS covers with new retainer clips provided.
6. Slide new covers over towers and reinstall the 2 bolts at the bottom of the towers.
7. Discard original parts.

**What the Ricon Corporation will do:**

Upon notification, Ricon will supply the necessary parts and make the retrofit. If the end-user is already factory trained to perform this service, the retrofit can be done at the 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. Ricon will provide all the necessary replacement parts at no charge, and will pay labor of \$37.50 for each retrofit.

If after contacting the authorized dealer and Ricon Customer Support, your inspection and/or repair is not completed in a reasonable time and without charge you may notify:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590  
Or call the toll free Vehicle Safety Hotline: 1-888-327-4236  
TTY: 1-800-424-9153  
Or go to: <http://www.safercar.gov>