



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 19, 2010

MR. DICK SEYBOLT
PRESIDENT/CEO
DIAMOND COACH CORPORATION
2300 WEST 4TH
OSWEGO, KS 67356

NVS-215dgl
10V-106

SUBJECT: WHEELCHAIR LIFTS/UP FUNCTION SWITCH

DEAR MR. SEYBOLT:

This letter serves to acknowledge Diamond Coach Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
DIAMOND COACH/VIP/2009

NHTSA Campaign Number: 10V-106

Mfg's Report Date: March 15, 2010

Components: EQUIPMENT ADAPTIVE

Potential Number of Units Affected: 3

Summary:

DIAMOND COACH HAS NOTIFIED NHTSA ABOUT A DEFECT IN CERTAIN MODEL YEAR 2009 VIP MODEL COACHES MANUFACTURED BETWEEN MAY 1 AND DECEMBER 1, 2009, EQUIPPED WITH CERTAIN RICON S SERIES AND K SERIES L-MODEL WHEELCHAIR LIFTS, DUE TO A PROBLEM IN THE SOFTWARE THAT CONTROLS THE LIFT'S "UP" FUNCTION. IF THE "UP" SWITCH IS RELEASED BEFORE THE FLOOR LEVEL LIMIT SWITCH IS ACTIVATED, THE LIFT MAY CONTINUE ITS UPWARD TRAVEL FOR APPROXIMATELY 1 SECOND BEFORE STOPPING. THE CONTINUED UPWARD TRAVEL MAY OVERRUN THE FLOOR LEVEL CUT OFF POINT.

Consequence:

WHEN THE PLATFORM OVERRUNS THE VEHICLE FLOOR LEVEL AND STOPS AT AN ANGLE FROM 15-20 DEGREES, IT IS POSSIBLE FOR A PERSON IN A WHEELCHAIR TO TIP OVER AND FOR SOMEONE STANDING ON THE PLATFORM TO FALL, POSSIBLY RESULTING IN INJURIES.

Remedy:

DIAMOND COACH WILL NOTIFY OWNERS AND THE REPAIRS WILL BE PERFORMED BY AUTHORIZED RICON DEALERS FREE OF CHARGE. CURRENTLY RICON IS DEVELOPING A SOFTWARE SOLUTION AND IS NOT AVAILABLE. UNTIL THE SOFTWARE SOLUTION IS AVAILABLE, RICON WILL PROVIDE OWNERS WITH A BULLETIN OUTLINING PROPER WHEELCHAIR LIFT OPERATION AND WILL SHIP OWNERS A DVD-BASED TRAINING AID TO PROMOTE PROPER LIFT OPERATION AT NO COST. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE MARCH 24, 2010. OWNERS MAY CONTACT RICON AT 1-818-267-3000 OR DIAMOND COACH AT 1-800-442-4645.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577.

The information in your noncompliance report appears to satisfy the requirements of 49 CFR 573.6.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to be 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement