



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 30, 2010

MR. JOE LABONTE  
PRODUCT SAFETY AND COMPLIANCE OFFICER  
DAIMLER BUSES NORTH CAROLINA, LLC  
350 HAZELHURST ROAD  
MISSISSAUGA, ONTARIO, CANADA 00 L5J 4T8

NVS-215kjs  
10V-173

SUBJECT: WHEELCHAIR LIFTS/UP BUTTON

DEAR MR. LABONTE:

This letter serves to acknowledge Daimler Bus North Carolina, LLC's (DBNC) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

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:**  
SPRINTER BUS/3500/2008-2009

**NHTSA Campaign Number:** 10V-173      **Mfg's Report Date:** April 27, 2010

**Components:** EQUIPMENT ADAPTIVE

**Potential Number of Units Affected:** 17

**Summary:**

DAIMLER BUS NORTH CAROLINA (DBNC) IS RECALLING CERTAIN MODEL YEAR 2008 AND 2009 SPRINTER BUS TRANSIT BUSES MANUFACTURED BETWEEN JUNE AND DECEMBER 2009 FITTED 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, SHOULD THE "UP" BUTTON BE RELEASED BEFORE THE FLOOR LEVEL LIMIT SWITCH IS ACTIVATED, THE LIFT MAY CONTINUE ITS UPWARD TRAVEL AND 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:**

DBNC IS WORKING WITH RICON AND RICON WILL BE PERFORMING THE REMEDY FOR THIS CAMPAIGN. A SOFTWARE SOLUTION FOR THIS SAFETY DEFECT IS UNDER INVESTIGATION. 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 DURING MAY 2010. OWNERS MAY CONTACT RICON AT 1-818-267-3000 OR DBNC AT 1-905-403-7807.

**Notes:**

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-423 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6 except for the following:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. 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 one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after close of the calendar quarter.

Your contacts for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, or by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Person".

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