



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 16, 2010

MR. BRIAN HICKMAN  
PRESIDENT  
COACH & EQUIPMENT MANUFACTURING CORP.  
P.O. BOX 36  
PENN YAN, NY 14527

NVS-215kjs  
10V-262

**SUBJECT: WHEELCHAIR LIFT/ARM WELD BENDS**

**DEAR MR. HICKMAN:**

This letter serves to acknowledge Coach & Equipment Manufacturing Corp. (Coach & Equipment) 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:**

COACH AND EQUIPMENT/PHOENIX/2005-2007

**NHTSA Campaign Number:** 10V-262      **Mfg's Report Date:** May 28, 2010

**Components:** EQUIPMENT ADAPTIVE

**Potential Number of Units Affected:** 539

**Summary:**

COACH & EQUIPMENT IS RECALLING CERTAIN MODEL YEAR 2005 THROUGH 2007 PHOENIX SHUTTLE BUSES MANUFACTURED FROM MARCH 2005 THROUGH JUNE 2007 AND EQUIPPED WITH RICON S AND K SERIES PLATFORM STYLE WHEELCHAIR LIFTS. THE VERTICAL SUPPORT ARMS WERE IMPROPERLY WELDED.

**Consequence:**

IN THE EVENT THIS CONDITION OCCURS DURING PASSENGER OPERATIONS IT MAY NOT BE POSSIBLE TO CLOSE THE LIFT DOOR CAUSING THE VEHICLE INTERLOCKS TO REMAIN ENGAGED PREVENTING MOVEMENT OF THE VEHICLE OR THE ABILITY TO LOAD OR UNLOAD PASSENGERS WITH DISABILITIES FROM THE VEHICLE.

**Remedy:**

COACH & EQUIPMENT WILL NOTIFY OWNERS AND THE REPAIRS WILL BE PERFORMED BY AUTHORIZED RICON DEALERS FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JUNE 2010. OWNERS MAY CONTACT RICON CUSTOMER SERVICE AT 1-800-322-2884 OR COACH & EQUIPMENT AT 1-315-536-2321.

**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).

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

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577. 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 your report, Ricon will be handling the owner notification, remedy, and quarterly reporting for this campaign. However, please be advised that 49 CFR 573.6 provides that the vehicle manufacturer is responsible for any safety related defect or any noncompliance in the vehicle or any item of original equipment. If Ricon's campaign is not satisfactory, you may be required to conduct a follow-up notification.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, 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 the successful completion of this recall campaign. Sincerely,

Sincerely,

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

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