



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 16, 2010

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

NVS-215kjs
10V-264

SUBJECT: WHEELCHAIR LIFT/UP BUTTON

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/2007-2010

NHTSA Campaign Number: 10V-264 **Mfg's Report Date:** June 9, 2010

Components: EQUIPMENT ADAPTIVE

Potential Number of Units Affected: 884

Summary:

COACH & EQUIPMENT IS RECALLING CERTAIN MODEL YEAR 2007 THROUGH 2010 PHOENIX SHUTTLE BUSES MANUFACTURED FROM OCTOBER 2007 THROUGH JANUARY 2010 AND 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:

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, or through the office email at 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