



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 22, 2010

MR. LARRY HALL
DIRECTOR OF ENGINEERING
STARCRAFT BUS
2367 CENTURY DRIVE
GOSHEN, IN 46528

NVS-215kjs
10V-279

SUBJECT: WHEELCHAIR LIFT/UP BUTTON

DEAR MR. HALL:

This letter serves to acknowledge Starcraft Bus' (Starcraft) 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:
STARCRAFT/ALLSTAR/2007-2009

Mfg's Report Date: June 7, 2010 **NHTSA Campaign Number:** 10V-279

Components: EQUIPMENT ADAPTIVE

Potential Number of Units Affected: 1,020

Summary:
STARCRAFT IS RECALLING CERTAIN MODEL YEAR 2007 THROUGH 2009 ALLSTAR SHUTTLE BUSES MANUFACTURED FROM OCTOBER 2007 THROUGH DECEMBER 2009 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:

STARCRAFT WILL NOTIFY OWNERS AND THE REPAIRS WILL BE PERFORMED BY AUTHORIZED RICON DEALERS FREE OF CHARGE. 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 JULY 2010. OWNERS MAY CONTACT RICON AT 1-818-267-3000 OR STARCRAFT AT 1-800-348-7440.

Notes:

OWNERS MAY ALSO 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 successful completion of this recall campaign.

Sincerely,

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

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