



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 5, 2010

MS. JANET KERCHER-DUDLEY
STANDARDS ENGINEER
TURTLE TOP
67819 STATE ROAD 15
NEW PARIS, IN 46553

NVS-215kjs
10V-354

SUBJECT: WHEELCHAIR LIFTS/UP BUTTON

DEAR MS. KERCHER-DUDLEY:

This letter serves to acknowledge Turtle Top's 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:

FORD/ODYSSEY/2009
FORD/ODYSSEY LT/2009
FORD/VAN TERRA/2009
FREIGHTLINER/ODYSSEY XL/2009
GM/ODYSSEY/2009
GM/TERRA TRANSPORT/2009

NHTSA Campaign Number: 10V-354 **Mfg's Report Date:** July 23, 2010

Components: EQUIPMENT ADAPTIVE

Potential Number of Units Affected: 14

Summary:

TURTLE TOP IS RECALLING CERTAIN MODEL YEAR 2009 TRANSIT AND SHUTTLE BUSES EQUIPPED WITH CERTAIN RICON S SERIES AND K SERIES L-MODEL WHEELCHAIR LIFTS. THE WHEELCHAIR LIFTS CONTAIN DEFECTIVE SOFTWARE THAT CONTROLS THE LIFT UP FUNCTION. IF THE LIFT SWITCH IS RELEASED BEFORE THE FLOOR LEVEL LIMIT SWITCH IS ACTIVATED, THE LIFT MAY CONTINUE ITS UPWARD TRAVEL FOR

APPROXIMATELY 1 SECOND BEFORE STOPPING, AND MAY TRAVEL PAST THE FLOOR LEVEL.

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:

TURTLE TOP IS WORKING WITH RICON AND THE REPAIRS WILL BE PERFORMED BY AUTHORIZED RICON DEALERS. PLEASE SEE RICON'S DEFECT REPORT 09E-061. 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. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING AUGUST 2010. OWNERS MAY CONTACT RICON CUSTOMER SERVICE AT 1-800-322-2884, OR EMAILING AT WWW.DMATA@WABTEC.COM.

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 except for the following items:

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. Also, 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 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,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being more prominent.

Jennifer Timian
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement