

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Responsibility and Reports<sup>1</sup>**

On 3/29, 2009, STARTRANS [MFR] decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: May 3, 2010

Furnish the manufacturer's identification code for this recall (if applicable): 000314

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

SUPLENB CORP. - STARTRANS BUS  
P.O. Box 463  
GOSBOP, IN 46527

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Kevin Walker  
ENGINEERING MGR.

Telephone Number: (574) 642-0811 Fax No.: (574) 642-0812

Name and Title of Person who prepared this report.  
SALUB

Signed:

Kevin Walker

<sup>1</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210, by FAX at (202) 366-7882, or by E-Mail to [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov).

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Ricon Model Years Involved: 2 Model(s): S-SERIES

Production Dates: Beginning: 10/07 Ending: 12/18/09

VIN Range: Beginning: 227703 Ending: 252585

Vehicle Type: \_\_\_\_\_ Bodystyle: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

DURING OPERATION OF THE LIFT RUNNING IN THE "UP" POSITION THERE ARE TIMES WHEN REMOVING FROM THE "UP" POSITION THE LIFT KEEPS MOVING "UP"

Make(s): Ricon Model Years Involved: 2 Model(s): L-SERIES

Production Dates: Beginning: 10/07 Ending: 12/18/09

VIN Range: Beginning: 227703 Ending: 252585

Vehicle Type: \_\_\_\_\_ Bodystyle: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

SAME

Make(s): Ricon Model Years Involved: 2 Model(s): K-SERIES

Production Dates: Beginning: 10/07 Ending: 12/18/09

VIN Range: Beginning: 227703 Ending: 252585

Vehicle Type: \_\_\_\_\_ Bodystyle: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

SAME

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

## II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
CANDIDATE	2009	55
CANDIDATE II	2009	1
SENATOR	2009	40
SENATOR HD	2009	36
PRESIDENT	2009	11
Trolley	2009	13
SENATOR II	2009	14

INFORMATION  
INCOMPLETE

Total Number Potentially Affected by the Recall:

183

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

RICOA LIFT SENT US AN EXCEL SPREAD SHEET THAT  
CONTAINS THE PURCHASE HISTORY OF THE LIFT MODELS.

### III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

WHEEL CHAIR "UP" Button IS DEFECTIVE.

Describe the cause(s) of the defect or noncompliance condition.

THE COMPUTER PROGRAMS HAS TO BE UPLOADED.

Describe the consequence(s) of the defect or noncompliance condition.

IF THE LIFT CONTINUES UP TO INITIATE STOWAGE  
IT COULD TILT THE LIFT PREMATURELY.

Identify any warning which can (a) precede or (b) occur.

DEALER OWNER TRAFFIC

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

RICON CORPORATION

A DIVISION OF VAPOR BUS INTERNATIONAL

7900 NELSON ROAD

PANORAMA CITY, CA 91402

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

JOHN WOODS - GENERAL MANAGER

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims. *SEE RICON LETTER*

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

*SEE ATTACHED RICON LETTER*

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

*• Remedy -*

*SEE ATTACHED RICON LETTER: THROUGH OUR RECORDS DETERMINED OF SAID VEHICLES VIA LETTER CONTACT INSTRUCTING OWNERS WHAT TO DO*

*• RECALL CONDITION - LETTER SHOULD INSTRUCT THE OWNER TO TAKE SAID UNIT TO HIS OR HER CLOSEST STARTRANS OR RICON FACILITY FREE OF CHARGE.*

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

see Ricor letter

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

see Ricor letter

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

see Ricor letter.

Ricor letter from WARRANTY DEPT. in early MARCH copy sent to all  
3/29/10 - Ran Query on wrong information supplied by Ricor DEPTS.  
4/15/10 - Mis runs query to get DEALER ADDRESSES  
4/30/10 - Got correct query from Ricor

#### VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

- STARTRANS BUS CONTACTED / NOTIFIED MARCH
- MAY 3<sup>rd</sup> ODI NOTIFIED 573 REPORT
- OMB ODI APPROVES STARTRANS DOC'S WE WILL
- ISSUE A OWNER NOTIFICATION LETTER MAY - DONE
- MAY - DONE Ricor WILL START CONTACTING DEALERS TO START THE REMEDY FIX.

## **VII. Furnish Recall Communications**

**11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) or by E-Mail to [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov) for review prior to mailing.***

**Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.**