

Safety Defect and Noncompliance Report Guide for Equipment  
**PART 573 Defect and Noncompliance Report**<sup>4</sup>

On February 01, <sup>2010</sup> 2001, RICON CORP. [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. 403 ) exists in items of motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: 05/06/10

Furnish the manufacturer's identification code for this recall (if applicable): 09E-061

1. Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the recalled item of equipment. If the recalled item of equipment is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

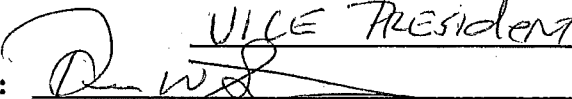
Mobility Works  
1090 W. Wilbeth Rd.  
AKRON, OHIO 44314

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

DENNIS SUMMERS  
VICE PRESIDENT - OPERATIONS

Telephone Number: 800-769-8267 Fax No.: 330-861-0281

Name and Title of Person who prepared this report.

DENNIS SUMMERS  
VICE PRESIDENT - OPERATIONS  
Signed: 

<sup>4</sup>Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

**I. Identify the Recalled Items of Equipment**

2. Identify the Items of Equipment Involved in this Recall, for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:

Generic name of the item: Vehicle  
Make: FORD Model: E150  
Part Number: Ricon LIFT Size: 34" x 54"  
Function: wheelchair lift

Other information which characterizes/distinguishes the items of equipment to be recalled:  
ALL LIFTS MANUFACTURED AFTER November, 2007

Make: FORD Model: E250  
Part Number: Ricon LIFT Size: 34" x 54"  
Function: wheelchair lift

Other information which characterizes/distinguishes the items of equipment to be recalled:  
ALL LIFTS MANUFACTURED AFTER NOVEMBER, 2007

Make: FORD Model: E350  
Part Number: Ricon LIFT Size: 34" x 54"  
Function: wheelchair lift

Other information which characterizes/distinguishes the items of equipment to be recalled:  
ALL LIFTS MANUFACTURED AFTER NOVEMBER, 2007

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 Equipment equipped with certain items of equipment from January 1, 1996, through April 1, 1997, then what was the percentage of the recalled Equipment of all Equipment manufactured during that time period.

**I. Identify the Recalled Items of Equipment**

**2. Identify the Items of Equipment Involved in this Recall, for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:**

Generic name of the item: Vehicle

Make: Chevrolet Model: 2500

Part Number: Ricop LIFT Size: 34" x 54"

Function: Wheel chair lift

Other information which characterizes/distinguishes the items of equipment to be recalled:

ALL LIFTS MANUFACTURED AFTER NOVEMBER, 2007

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Part Number: \_\_\_\_\_ Size: \_\_\_\_\_

Function: \_\_\_\_\_

Other information which characterizes/distinguishes the items of equipment to be recalled:

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Part Number: \_\_\_\_\_ Size: \_\_\_\_\_

Function: \_\_\_\_\_

Other information which characterizes/distinguishes the items of equipment to be recalled:

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 Equipment equipped with certain items of equipment from January 1, 1996, through April 1, 1997, then what was the percentage of the recalled Equipment of all Equipment manufactured during that time period.

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 Widgets equipped with certain items of equipment from January 1, 1996, through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

**II. Identifying the Recall Population**

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

Model	Year	Number of Items Potentially Involved
E150	2008	0
E250	2008	0
E350	2008	0
E150	2009	34
E250	2009	37
E350	2009	25
CHEVY Ext	2009	1
Total Number Potentially Affected by the Recall:		97

(09E-061)

4. Furnish the approximate percentage of the total number of items of equipment 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 items of equipment:

Based on one incident in the field of the lift overrunning the vehicle floor position. The passenger tipped over, resulting in Ricon dispatching personnel to investigate; determining a software problem with the control system.

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.

THE AIR MAY OVER TRAVEL THE VEHICLE FLOOR POSITION AND BEGIN TO FOLD INTO THE STOW POSITION.

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

SOFTWARE PROBLEM WITH CONTROL SYSTEM.

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

THE FAILURE IS NOT COVERED UNDER 49 CFR 571.403 THEREFORE, THIS IS NOT A NON-COMPLIANCE ISSUE.

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

NONE

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

ELECTRONIC PROFESSIONAL DESIGN  
10118 SOPHIA AVE  
NORTH HILLS, CA 91343

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

ERIC TREMBLAY - OWNER

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. SAME AS ITEM # 4

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.

NOT A NON-COMPLIANCE ISSUE.

V. Identify the Remedy

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

UPON DETERMINING THE PROBLEM, RICON STOPPED ALL SHIPMENTS. A LETTER WAS PREPARED AND E-MAILED TO ALL BUS OEM'S.

CONDITION IS PREVENTABLE BY MERELY DEPRESSING THE BUTTON DOWN UNTIL THE "UP" FUNCTION IS COMPLETED.

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

THE SOFTWARE CODE IS IN THE PROCESS OF BEING RE-WRITTEN. ONCE COMPLETED AND SOFTWARE IS VALIDATED, THE CODE WILL BE MADE AVAILABLE TO ALL IMPACTED UITS.

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.

RICON STOPPED ALL SHIPMENTS OF LIAS.  
A LETTER WAS PREPARED AND  
E-MAILED TO ALL BUS OEM'S.

#### VI. Identify the Recall Schedule

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.

MOBILITY WORKS ANTICIPATES THE RECALL  
CAMPAIGN TO BEGIN BY JUNE 1, 2010.  
AT THAT TIME DEALERS AND END  
CUSTOMERS WILL BE NOTIFIED.

#### VII. Furnish Recall Communications

9. 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) for review prior to mailing.

Note: These documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

RECALL 8 09E-061



Ricon Corporation  
A Division of Vapor Bus International  
7900 Nelson Road  
Panorama City, CA 91402

Phone: 818.267.3000  
Fax: 818.267.3001  
[www.Wabtec.com](http://www.Wabtec.com)

November 3, 2009

Mr. Dan Smith  
Associate Administrator for Enforcement  
NHTSA - 215  
1200 New Jersey Ave., SE  
Washington D.C. 20590

Subject: Part 573 Defect and Noncompliance Responsibility Report – L-model lift control software  
Reference: Ricon S & K-Series, L-model Public Use Platform Lifts

Dear Sir:

On October 30, 2009, Ricon Corporation determined that a potential safety defect may be present in a component of motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 – Defect and Noncompliance Reports.

This report was prepared on November 2, 2009

The full corporate name of the fabricating manufacturer is:

Ricon Corporation  
A Division of Vapor Bus International  
7900 Nelson Road  
Panorama City, CA 91402

The corporate officials that the agency should contact with respect to this recall are:

Stanton Saucier  
General Manager  
[ssaucier@wabtec.com](mailto:ssaucier@wabtec.com)  
Phone 818 267-3016  
Fax 818 267-3187

Oscar Pardinias  
V.P. of Sales & Marketing  
[opardinias@wabtec.com](mailto:opardinias@wabtec.com)  
Phone 818 267-3085  
Fax 818 267-3155

Sincerely,

Oscar Pardinias  
V.P. of Sales & Marketing





Ricon Corporation  
A Division of Vapor Bus International  
7900 Nelson Road  
Panorama City, CA 91402

Phone: 818.267.3000  
Fax: 818.267.3001  
[www.Wabtec.com](http://www.Wabtec.com)

**Ricon Corporation**  
**Part 573 Defect and Noncompliance Responsibility Report**

**I – Identify the Recalled Items of Equipment**

Ricon S and K Series, L-model Public Use wheelchair lifts.

**1. Identify the Items of Equipment Involved in this Recall:**

Ricon S and K Series, L-model Public Use wheelchair lifts.

a. There are several Model names for these platform lifts:

- (1) “S” Series, L-model
- (2) “K” Series, L-model

b. The model numbers for the “S” Series lifts are:

S2003- LXXXXXXXXXX  
S2005- LXXXXXXXXXX  
S2010- LXXXXXXXXXX  
S5503- LXXXXXXXXXX  
S5505- LXXXXXXXXXX  
S5510- LXXXXXXXXXX

c. The model numbers for the “K” Series lifts are:

K2003- LXXXXXXXXXX  
K2005- LXXXXXXXXXX  
K2010- LXXXXXXXXXX  
K5503- LXXXXXXXXXX  
K5505- LXXXXXXXXXX

**II. Identify the Recall Population**

- 2. Identify the Recall Population:** All L-model lifts identified above, manufactured between September 2007 and October 2009. Total number of affected units is 3367.



Ricon Corporation  
A Division of Vapor Bus International  
7900 Nelson Road  
Panorama City, CA 91402

Phone: 818.267.3000  
Fax: 818.267.3001  
[www.Wabtec.com](http://www.Wabtec.com)

3. **Approximate percentage of total wheelchair lifts estimated to actually contain the defect or noncompliance:** 100 percent of the lifts are affected; however, repeatability of the failure is extremely difficult.

### III. Describe the Defect or Noncompliance

4. **Describe the defect:** The defect is in the software loaded onto the printed circuit board that functions as the lift's control system. The anomaly is such that in the event an operator runs the wheelchair lift from the ground to vehicle floor level and releases the "UP" function switch before the floor level limit switch is activated, a remote possibility exists such that the lift may continue its upward travel for approximately 1 second before stopping. The continued upward travel may over-run the floor level cut off point and initiate platform stow resulting in the front of the platform tilting upward approximately 15 degrees if the combined weight of mobility aid and occupant is less than 100lbs and the hydraulic system relief valve has not been altered from its original, factory setting.
5. **Describe the cause(s) of the defect:** A combination of an anomaly in the software and the operator releasing the "UP" button prior to the wheelchair lift completing the function and coming to a stop at vehicle floor level.
6. **Describe the consequence(s) of the defect:** 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 a standee to fall down.
7. **Identify any warning which can (a) precede or (b) occur:** None
8. **If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

ELECTRONIC PROFESSIONAL DESIGN (EPD)  
10118 SOPHIA AVE.  
NORTH HILLS  
CA 91343  
818-421-8995

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

Eric Tremblay – Owner



Ricon Corporation  
A Division of Vapor Bus International  
7900 Nelson Road  
Panorama City, CA 91402

Phone: 818.267.3000  
Fax: 818.267.3001  
[www.Wabtec.com](http://www.Wabtec.com)

#### **IV. Provide the Chronology in Determining the Defect/Noncompliance**

10. **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.**

Ricon introduced the S and K Series, L-model wheelchair lift on or about March . The lift incorporated new electronics to better manage all required functions. On or about September 1, 2009, Ricon received a report of an incident involving a Ricon S-Sereis, L-model lift, installed in a Champion bus, operated by Capital Metro Transit in Austin, Texas. The incident was caught on video. The video shows a passenger tipping over in her wheelchair as a result of the lift overrunning the vehicle floor level position. Ricon dispatched personnel to inspect the lifts and determined that a problem was present in the control system. This is the first and only reported incident of this type.

11. **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.**

The failure is not covered under 49CFR571.403 therefore, there is not a non-compliance.

#### **V. Identify the Remedy**

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

Upon determining the problem, Ricon stopped all shipments of L-model lifts. A letter was prepared and emailed to all bus OEMs notifying of the interruption in supply.

Ricon believes that this condition is preventable by merely depressing the button down until the "UP" function is completed and the platform has reached the vehicle floor level. This was not a foreseeable failure.

The software code is in the process of being re-written. Once the software code is completed and the software is validated, the code will be made available to upgrade all L-model wheelchair lifts in service.



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

Remedied lifts:

- a. Update all Operator manuals to alert operators to depress the function buttons completely, until the selected function is completed and the lift comes to a stop.
- b. The updated software will be installed

Recalled lifts: - The operational software allows the lift to overrun its selected function.

14. **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.**

A remedy has not been determined. The software code is being rewritten.

#### **VI. Identify the Recall Schedule**

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

Ricon Corporation anticipates the recall campaign will begin December 1, 2009. At that time, manufacturers and dealers will be notified of their responsibilities in coordinating the campaign and making remedies to the recall population.

#### **VII. Furnish Recall Communications**

16. **Furnish Recall Communications:** Attached for NHTSA review and approval



## SAFETY RECALL NOTICE

### END USER - DRAFT

[Date]

[End User]

RE: Safety Standard Non-Compliance Recall Notification XXX-XXX

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [End User]:

Mobility Works has decided that a defect which relates to motor vehicle safety exists in the Ricon wheelchair lift installed in your vehicle.

### **! I M P O R T A N T !**

- Your Ricon Wheelchair Lift is being recalled
- Contact Ricon Corporation immediately

#### WHAT IS BEING RECALLED:

This recall applies to all Ricon DOT Public Use, "L-model" S and K Series wheelchair lifts manufactured between October 2007 to December 18, 2009, with serial numbers in the range between 227703 and 252585. The model designation can be identified as follows:

DOT Public Use - SXXXXX-LXXXXXXXXXX

DOT Public Use - KXXXXX-LXXXXXXXXXX

# MOBILITYWORKS®

ADAPTIVE VEHICLES

## MAKING THE WORLD ACCESSIBLE

### WHY IS IT BEING RECALLED:

As with all other Ricon lifts, this lift was designed to stop automatically when the operator runs it from the ground level to the vehicle floor level, as long as the operator continues to depress the "UP" button until the lift stops on its own. If, however, the operator releases the "UP" button while the lift is still moving, the lift may continue to move and eventually initiate stowage, which could tilt the platform prematurely. Though this condition is remote, operating the lift in a manner other than specified in the instructions can be considered a form of misuse that is foreseeable. Accordingly, we are designing a software solution, which we expect will be available soon. In most cases, this solution, will involve a simple, remote software upload process that will be handled by your nearest authorized Ricon agent, and should take just a few minutes. In the meantime, Ricon seeks your support to raise awareness of this potential misuse by making sure that your operators are trained properly to continue to depress the "UP" button until the lift stops on its own, as specified in the Operator's Manual. This situation could cause personal injury.

### WHAT YOU AS THE OWNER SHOULD DO:

Immediately instruct your drivers/operators to hold down the function buttons until the function is complete and the lift has come to a stop on its own. This procedure is contained in the Operator's Manual and should become part of your standard operating instructions for using the Ricon wheelchair lift. Ricon will provide you with a bulletin outlining proper wheelchair lift operation and will ship you a DVD-based training aid to promote proper lift operation. All materials are available by calling Ricon Customer Service at (800)322-2884, or by emailing Daniel Mata, Recall Coordinator, at [www.dmata@wabtec.com](mailto:www.dmata@wabtec.com) or you can locate the nearest servicing dealer using the Ricon Dealer Locator on the Ricon website – [www.riconcorp.com](http://www.riconcorp.com)

### WHAT RICON CORPORATION WILL DO:

Ricon will provide you a bulletin outlining proper wheelchair lift operation and will ship you a DVD-based training aid to promote proper lift operation. When the software solution is available, you will once again be notified by Ricon so that you may take your vehicle to their nearest servicing Ricon dealer for the software update. If the lift is repaired or retrofitted by an authorized Ricon dealer and it is not completed within 3 business days, please notify Ricon Customer Support at the toll free number listed above.

# MOBILITYWORKS®

ADAPTIVE VEHICLES

## MAKING THE WORLD ACCESSIBLE

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact Ricon Customer Service at (800)322-2884, extension 3374 to speak to our Recall Coordinator, Daniel Mata, or by email at [www.dmata@wabtec.com](mailto:www.dmata@wabtec.com).

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,



Oscar Pardinas  
Vice President – Sales & Marketing  
Ricon Corp.  
On behalf of  
Mobility Works

Sincerely,



Dennis Summers  
Vice President Operations  
Mobility Works