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By Recall Mgt Div. at 7:48 am, Jun 21, 2010

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Report**<sup>3</sup>

On June 2, 2010, Starcraft Bus [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. \_\_\_\_\_) 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 Reports.

Date this report was prepared: June 2, 2010

Furnish the manufacturer's identification code for this recall (if applicable): 09E-060

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.

Starcraft Bus, a Division of Forest River, Inc.

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

Larry Hall  
Director of Engineering

Telephone Number: 800-348-7440 Fax No.: 574-642-3301

<sup>3</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.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

Name and Title of Person who prepared this report.

Larry Hall

Director of Engineering

Signed:

A handwritten signature in cursive script, appearing to read "L. Hall", written in black ink.

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): All Makes Model Years Involved: 2007-2009 Model(s): All

Production Dates: Beginning: 12/1/07 Ending: 12/18/09

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: Ford Bodystyle: Shuttle Bus

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

All DOT public use S and K series wheelchair lifts

All DOT public use F9TF wheelchair lifts

Make(s): All Model Years Involved: 2007-2009 Model(s): All

Production Dates: Beginning: 12/1/07 Ending: 12/18/09

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: GM Bodystyle: Shuttle Bus

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

All DOT public use S and K series wheelchair lifts

All DOT public use F9TF wheelchair lifts

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

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

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

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. 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>
Allstar Ford	2007-2009	1000
Allstar Chevy	2007-2009	20

Total Number Potentially Affected by the Recall: 1020

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 20%

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:

Ricon Corporation notified Starcraft Bus of the non-compliance recall on wheelchair lifts manufactured from December 1, 2007 to December 18, 2009 and submitted serial number of wheelchair lift. Starcraft Bus cross references the serial number of lifts to the Starcraft production number.

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**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.**

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Restraint belt on lift platform design to prevent lift from moving unless the belt is engaged. The lift may move without belt being fully engaged.

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

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Operator could run the lift without the restraint belt being fully engaged.

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

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Restraint belt not fully engaged and lift in motion this situation could cause personal injury.

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

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None

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

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Ricon Corporation, a Division of Vapor Bus International

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7900 Nelson Road

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Panorama City, CA 91402

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

Daniel Mata, Customer Service

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.

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.

Number of reports is unknown by Starcraft Bus. Ricon Corp. notify.

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.

Ricon Corporation will provide customers with warning decal and a DVD-based training aid to promote the "Click and Tug" campaign.

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

Training campaign on making sure restraint belt is fully engaged "Click and Tug"

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.

Same as remedy in the field.

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**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.

5 to 10 days, all Starcraft Bus dealers will be notified.

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**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 that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

## **VEHICLE DEFECT OWNER NOTIFICATION LETTER**

Dear Starcraft Bus Owner:

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

### **REASON FOR THIS RECALL**

Starcraft has determined that a defect which relates to motor vehicles safety exists in certain 2007-2009 Starcraft Allstar vehicles equipped with Ricon's DOT Use S and K Series wheelchair lifts and DOT use F9TF wheelchair lifts. These vehicles have a platform restraint belt which is designed to prevent the lift from moving unless the tongue of the belt is fully engaged and latched in the buckle. Ricon has discovered that it is possible for the operator to insert the belt tongue into the buckle without fully engaging the latching mechanism. In this case, the restraint belt would appear to be latched, and the operator could run the lift. If the restraint belt tongue is not fully engaged into the restraint belt buckle, and latched, the lift may operate with an occupant on the platform. Though it is incumbent on the operator to ensure that the belt is fully engaged and latched, failure to check this is within realm of foreseeable misuse. This situation could cause personal injury.

### **WHAT WE WILL DO**

Starcraft with Ricon Corporation, or an Authorized Dealer will provide your customers with a warning decal and a DVD-based training aid to promote the "Click and Tug" campaign. Ricon may provide other point of use materials to raise the awareness of the "Click and Tug" campaign.

### **WHAT YOU SHOULD DO**

Please contact your Starcraft dealer as soon as possible to arrange a service date and so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts are available. The labor time necessary to perform this service correction is approximately 5 min per lift. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Starcraft customer service by calling 1-800-348-7440.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123.

The enclosed owner reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your vehicle, please let us know by completing the postage paid reply card and returning it to us.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.