



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

1200 New Jersey Avenue SE  
Washington, DC 20590

September 22, 2010

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Mark Travis  
Shop Foreman  
Mobility Transportation Services  
42000 Kopperneck, Suite A3  
Canton, MI 48187

NVS-215kjs  
10V-242  
10V-243

Dear Mr. Travis:

On June 3, 2010, you notified the National Highway Traffic Safety Administration (NHTSA) that Mobility Transportation Services decided certain model year 2007 through 2009 conversion vans it manufactured are defective due to a safety defect identified on some wheelchair lifts Ricon Corporation (Ricon) supplied and Mobility Transportation Services installed on those vehicles. As you are aware, Ricon has also notified NHTSA of the defect in the wheelchair lifts. See Ricon recall numbers 09E-060 and 09E-061.

You indicated in your report that Ricon would be assisting in helping you notify your owners and purchasers, would be performing the free remedy, and would be filing the requisite quarterly reports on your recall campaign. We acknowledged your notifications and your recall campaign plans, and assigned recall campaign numbers 10V-242 and 10V-243.

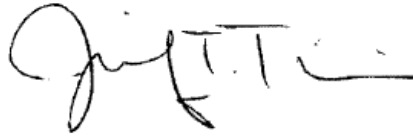
To this date, we have no information or indication from Ricon that it has conducted a recall campaign for either 10V-242 or 10V-243. We have repeatedly contacted Ricon concerning this troubling matter, and have not received a response. Accordingly, as the vehicle manufacturer and the party that bears ultimately responsibility for conducting a safety recall of its vehicle products, we must ask that you fulfill your recall obligations and issue owner notification letters to your owners and purchasers and conduct free remedy campaigns on your vehicles.

According to our records, we approved draft owner letters from you on July 6, 2010. You may use those letters to notify owners of your vehicles. Please advise us as to when you expect to start your notifications and what your remedy plan is for each campaign. Once you have notified owners, you must submit a representative copy of each letter (one for each campaign) to us at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov), by facsimile on (202) 366-7882, or by any other means by which you can demonstrate its receipt by our office. Also, please be reminded that Mobility Transportation Services must file six, quarterly reports on the progress of the campaigns.

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 Mobility Transportation Services first mails its owner notification letters. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Should you have any questions or concerns, please contact Kelly Schuler at (202) 366-5227.

Very truly yours,

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

Jennifer T. Timian  
Acting Chief  
Recall Management Division