



Service Bulletin No. 342

MODEL D Series Coaches	TYPE Field Change Program	SECTION/GROUP 22 – Wheelchair	DATE
SUBJECT RICON F9TF RESTRAINT BELT			
CONDITIONS			

Ref. Ricon NHTSA Recall No.: 09E–060

Ref. MCI NHTSA Recall No.: 10V–114

Ref. MCI Transport Canada Recall No.: TC 2010–082

Customer Complaint:

The Ricon wheelchair lift is equipped with a restraint belt that has an interlock feature designed to prevent the lift from operating if the belt tongue is not fully inserted and latched in the belt buckle. However, Ricon reports that, due to a change in the switch used in the buckle for the interlock, the lift may operate even if the belt tongue is not fully inserted in and latched in the belt buckle. If this were to occur, the wheelchair lift can operate and a wheelchair may not be adequately protected against movement. Please see the attached Ricon Corporation Part 573 Defect and Noncompliance Responsibility Report dated November 2, 2009 for further information.

Cause:

Ricon reports that if an operator does not fully engage the belt into the buckle, due to a change in the switch used in the buckle for the interlock, the switch may nevertheless become engaged and thereby permit the wheelchair lift to be operated even though the belt is not fully latched. Please see the attached Ricon Corporation Part 573 Defect and Noncompliance Responsibility Report dated November 2, 2009 for further information.

Corrective Action:

Ricon is providing affected customers with a warning decal to be affixed on the wheelchair lift, which reminds operators to fully engage the restraint belt by listening for a “click” of the belt buckle and “tugging” on the belt to ensure it does not release from the buckle. Ricon is also providing affected customers with a training DVD to promote its “Click and Tug” campaign.

MCI strongly encourages customers to affix the warning decal and watch the “Click and Tug” DVD training aid to raise awareness, preventing operation of the lift without the belt tongue fully engaged and latched.

As a result, MCI advises that owners of D4000, D4500 and D4505 model coaches between the range of, and including, unit numbers 58204–58213, 58215, 58216, 58430–58434, 58473–58486, 58492–58499, 58508, 58509, 58511, 58513–58521, 58523, 58534, 58535, 58550–58557, 58590–58599, 58601–58607, 58609–58630, 58637, 58639, 58641, 58643, 58645, 58647, 58649, 58651, 58653, 58655, 58657, 58659, 58661–58674, 58685, 58687, 58691, 58741, 58743, 58746, 58752, 58775–58777, 58811–58829, 58838–58840, 58861, 58862, 58879, 58887–58889, 58909, 58911, 58913, 58915, 58917, 58949–58950, 58961–58979, 58992, 59027–59046, 59051, 59052, 59064–59069, 59092–59098, 59124–59127, 59130–59132, 59256–59260, 59270, 59276–59280, 59300, 59301, 59346 and 59347 should implement the specified steps in this procedure as soon as possible.

Parts

<u>Qty.</u>	<u>New P/N</u>	<u>Description</u>
1	03-15-7660	DVD, Ricon Click and Tug Campaign, Training Aid
1	03-15-7659	Decal, Ricon Click and Tug Campaign

Service Procedure:



Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Customers are instructed to watch the DVD – based training aid and install the warning decal to the exterior face of the handrail, above the buckle (refer to Figure 1).



Figure 1.

Procedure complete.

Field Change Program Conditions:

The parts required for this program will be supplied without charge.

Motor Coach apologizes for any inconvenience resulting from this campaign, but urges you to implement this program as soon as possible.

Sincerely,

Motor Coach Industries
U.S. and Canadian Service Departments.



Ricon Corporation
7900 Nelson Road
Panorama City, CA 91402

09E-060 (5 pages)

Phone: 818.267.3000
Fax: 818.267.3001
www.Wabtec.com

November 3, 2009

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



RECEIVED
By Recall Mgt Div. at 1:18 pm, Nov 16, 2009

Subject: Part 573 Defect and Noncompliance Responsibility Report – Restraint belt buckle

Reference: Ricon S & K-series Public Use Platform Lifts, Ricon F9 Series Cassette 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
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
Phone 818 267-3016
Fax 818 267-3187

Oscar Pardinias
V.P. of Sales & Marketing
opardinias@wabtec.com
Phone 818 267-3085
Fax 818 267-3155

Sincerely,

Oscar Pardinias
V.P. of Sales & Marketing



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Ricon Corporation Part 573 Defect and Noncompliance Responsibility Report

I - Identify the Recalled Items of Equipment

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

Ricon Public Use wheelchair lifts equipped with an interlocked restraint belt.

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

- (1) "S" Series
- (2) "K" Series
- (3) "F9" Series

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

S2003
S2005
S2010
S5503
S5505
S5510

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

K2003
K2005
K2010
K5503
K5505

d. The model numbers for the "F9" Series lifts are:

F9A
F9T
F9T-F

e. The model number for "HCL" Series lifts is:

HCL

II. Identify the Recall Population

2. **Identify the Recall Population:** All lifts models identified above, manufactured after November of 2007.
3. **Approximate percentage of total wheelchair lifts estimated to actually contain the defect or noncompliance:** 100 percent

III. Describe the Defect or Noncompliance

4. **Describe the defect:** The lift is equipped with a restraint belt. The restraint belt has an interlock feature. The design is such that the lift will not operate if the tongue is not fully inserted and latched in the buckle. However, if the tongue is not fully inserted and latched in the buckle, the lift will operate. Though the design of the Ricon restraint buckle has not changed in many years, a forced change due to the discontinuation of the original switch used in the buckle may be at the root of the current issue. The current switch is taller and therefore, engages sooner resulting in an increase in the distance between the switch engagement and buckle latching point. The switch change occurred in December 2007.
5. **Describe the cause(s) of the defect:** The operator does not fully engage the belt into the buckle. The lift can operate with the belt unlatched.
6. **Describe the consequence(s) of the defect:** If the tongue is not fully latched in the buckle, the lift can operate and a wheelchair may not be adequately protected against movement.
7. **Identify any warning which can (a) precede or (b) occur:** Failure to hear an audible click as the latching mechanism engages. If tugged the tongue will come out of buckle.
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



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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 incorporated this design of an interlocked belt in May 1998, and continues to use it to date. Ricon has manufactured thousands of wheelchair lifts incorporating this interlocking belt design. The design works well when the operator ensures that the belt tongue is fully engaged and latched in the buckle. If the operator fails to fully engage and latch the belt tongue in the buckle, the lift will operate. The restraint belt design has been in use for almost 20 years. It goes directly from discontinuing the buckle in December 2007 to an individual rolling off the platform with no apparent connection. A switch component inside of the buckle was forced to change due to a discontinuance of the original switch in December 2007. The individual proceeded to roll off the end of the platform. This is the first and only reported incident of this type. On or about September 1, 2009, Ricon received a report that an individual in Austin, Texas, had powered backwards against the lift belt and the belt tongue came out of the buckle thus defeating the restraint belt. It is unknown whether or not the belt was fully engaged with the tongue latched inside the buckle.

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 restraint belt and the interlock meets the requirement in 49CFR571.403 for a retention device. However, since the interlock operates correctly if the tongue is latched in the buckle, this is a safety-related defect, 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.**

Since Ricon believes that this condition is preventable, Ricon will embark on an educational campaign to raise awareness of this potential condition. All affected lifts will receive instructional and warning decals.



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

- a. Update all Operator manuals to alert operators to fully engage the belt tongue into the buckle with a “Click and Tug” on the belt prior to lift operation
- b. Affix a warning on the belt to “Click and Tug” prior to lift operation
- c. Edit operator’s training video to include the “Click and Tug” campaign

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.

Same as recall remedy

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.



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SAFETY RECALL NOTICE

OEM/DEALER

February 1, 2010

[OEM][DEALER]

RE: Safety Standard Non-Compliance Recall Notification 09E-060

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

Dear [OEM][DEALER]:

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

! I M P O R T A N T !

- Ricon Wheelchair Lift are being recalled
- Contact Ricon Corporation immediately

WHAT IS BEING RECALLED:

This recall applies to all FMVSS Public Use lift manufactured from December 1, 2007 to Dec 18, 2009 equipped with a restraint belt. This includes:

- 1). All DOT Public Use S and K Series wheelchair lifts
- 2). All DOT Public Use F9TF wheelchair lifts

WHY IS IT BEING RECALLED:

The restraint belt on these lifts was designed to prevent the lift from moving, unless the tongue of the belt is fully engaged and latched in the buckle. We have discovered, however, 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 the realm of foreseeable misuse. This situation could cause personal injury.



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WHAT VEHICLE MANUFACTURES MUST DO:

According to our records, affected units were purchased by your company. If those units were installed as original equipment on vehicles manufactured at your facility, and you agree that they contain a safety defect, your company must notify the National Highway Traffic Safety Administration (NHTSA) and conduct a safety recall. This notification to NHTSA must be made within 5 business days of when you decide your vehicles contain a safety defect or noncompliance. It is critical that the NHTSA guidelines are followed in a timely manner and that your customers are notified of the safety defect in the Ricon DOT Public Use Lifts, manufactured between December 1, 2007 and December 18, 2009 so they may inform and train operators on the proper use of the equipment. You may contact the NHTSA with questions by sending an email to rmd.odi@dot.gov.

To help you comply with your obligation to issue a safety recall of the vehicles that contain an affected Ricon DOT Public Use Lifts, manufactured between December 1, 2007 and December 18, 2009, we have attached samples of a dealer service bulletin and a sample letter to owners of potentially affected vehicles, along with a corresponding owner reply form, which should facilitate your notification to dealers and owners of the recall and the required repairs and service procedures. Although we have provided these samples to you for your convenience, you must submit drafts of your version of these notices to NHTSA for approval at least 5 days prior to mailing such notification to dealers and owners of potentially affected Ricon DOT Public Use Lifts, manufactured between December 1, 2007 and December 18, 2009.

Notification to dealers and distributors must be made by verifiable means such as certified mail, verifiable electronic means such as receipts or logs from electronic mail or satellite distribution system, or other more expeditious and verifiable means. Notifications to owners of potentially affected vehicles are by first class mail. Please be advised that the outside of each envelope containing an owner notification letter must be marked "SAFETY RECALL NOTICE" all in capital letters, either in boldface or underlined, and in type that is larger than that used in the address section. A sample of the envelope must be submitted to NHTSA for approval at least 5 business days before mailing to owners.

IMPORTANT: Some of the vehicles affected may still be in your inventory. Federal law requires you to complete the recall service on these vehicles before delivery. Ricon will provide replacement or repair for these units prior to delivery to your customers.

Ricon is prepared to assist you with all the materials, the mailings and reporting requirements of this recall. Daniel Mata, Ricon's Recall Coordinator will assist you with anything you may require. He can be reached through Ricon Customer Service at (800)322-2884, Ext 3374, or by email, at www.DMata@wabtec.com



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WHAT RICON CORPORATION WILL DO:

Ricon will provide your customers with a warning a 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.

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 DMata@wabtec.com.

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

Sincerely,

A handwritten signature in black ink, appearing to read "OP", is written over a light gray rectangular background.

Oscar Pardin
Vice President - Sales and Marketing
Ricon Corp.
On behalf of
[OEM]



SAFETY RECALL NOTICE

CUSTOMER NAME
ADDRESS
CITY, STATE ZIP CODE
COUNTRY

1700 EAST GOLF ROAD, SUITE 300, SCHAUMBURG, IL 60173