



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 20, 2012

Jason Hohalek  
Assistant Operations Manager  
Creative Bus Sales, Inc.  
13501 Benson Ave.  
Chino, CA 91710

NVS-215KS  
12V-584

**Subject:** Wheelchair Lift Roll Stop Latches

Dear Jason Hohalek:

This letter serves to acknowledge Creative Bus Sales, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/C5500/2006-2009  
FORD/E450/2006-2007, 2009-2011  
FORD/ECONOLINE 350/2006  
GMC/C5500/2006

**Mfr's Report Date:** December 12, 2012

**NHTSA Campaign Number:** 12V-584

**Components:**

EQUIPMENT

**Potential Number of Units Affected:** 227

**Problem Description:**

Creative Bus Sales, Inc is recalling certain model year 2006-2011 Chevrolet and GMC C5500, and Ford E450, and Econoline 350 vehicles equipped with Braun wheelchair lifts. Over time, or with frequent use, the roll stop latches on the outer barrier of the lifts may become bent or misaligned.

**Consequence:**

A wheelchair occupant may defeat or ride over the insufficiently latched roll stop. If this occurs when the lift platform is in an elevated position, the wheelchair's occupant could fall and sustain injury.

**Remedy:**

Braun is conducting this recall on behalf of Creative Bus Sales. Braun will notify owners, and dealers will repair the vehicles free of charge. The recall began on November 23, 2012. Owners may contact Creative Bus at 1-888-633-8380 or Braun at 1-800-488-0359.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

It is our understanding that notification to owners began on November 23, 2012, prior to our review of the owner notification letter. Should it become necessary for Creative Bus Sales to do a renotification, the follow-up notification must be submitted to this office for review and it must comply with the requirements of Part 577.5, "Notification pursuant to a manufacturer's decision" and Part 577.10, "Follow-up notification."

It is our understanding that Braun will be filing the required six quarterly recall completion rates reports.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement