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By Recall Management Division at 12:55 pm, Dec 10, 2012



12V-580
(5 pages)

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports⁽¹⁾

On September 28th, 2012 The Ricon Corporation has decided that a defect which relates to motor vehicle safety 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 Responsibility and Reports.

Date this report was prepared: **December 3 2012**

Furnish the manufacturer's identification code for this recall (if applicable): NA

1. Identify the full corporate name of the fabrication 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.

Glaval 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.

Kathy Shupert, Customer Service

Telephone Number: **(574) 262-2212 ext. 184** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Kathy Shupert
Customer Service

Signed

⁽¹⁾ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

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): **Ford 350,450 and 650** Model Years Involved: **2006-2012** Model(s): **Universal and Primetime and Sport and Concord.**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

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

Make(s): **Chevy 3500, 4500 and 5500** Model Years Involved: 2006-2012 Model(s): **Chevy Sport and Titan II and Titan**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

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

Make(s): **Ford 550** Model Years Involved: **2006-2012** (s): **Entourage**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

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

Make(s): **Freightliner Mb65** Model Years Involved: **2006-2012** (s): **Apollo**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

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

Vehicles produced during recall timeline

Vehicles involved in recall: 704 USA 120 Canada

Percentage of recalled vehicles vs. produced: 11%

II. Identify the Recall Population

- Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Vehicles Model</u>	<u>Year</u>	<u>Number of Potentially Involved</u>
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Entourage, Sport (Ford) (Chevy), Universal, Titan, Titan II, Apollo, Primetime, Concorde, 2007 and 2012

Total Number Potentially Affected by the Recall 824

- Furnish the approximate percentage of the total number of vehicles 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 vehicles:

Ricon Corporation has supplied us with the serial number for each type of lift affected and we were able to match their serial number with our units.

III. Describe the Defect or Noncompliance

- 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 affected lifts are equipped with a hand held pendant control where upon the Cord is protected by a flexible, steel conduit (an armored pendant cable) and an external power lug at the base of the hydraulic pump. In the event the lift is installed such that the armored pendant cable is not managed to be kept clear of the wheelchair lift and the protective, elastomeric cover is either omitted or improperly installed, the armored pendant cable may contact the power lug, resulting in a high current short circuit and the possibility of fire.

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

Failure to install the pendant cable such that it is kept clear of the wheelchair lift base combined with an improperly installed or omitted protective elastomeric boot.

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

If the aforementioned short circuit occurs and is not removed within a few seconds, a vehicle fire may result in placing vehicle occupants at risk.

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

Sparks at the base of the lift power pack, rapid heating of the armored pendant cable, wisps of smoke, strong smell of burnt plastic

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

Ricon Corporation A Wabtec Company 7900 Nelson Rd Panorama City, CA
91402

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

Stanton D. Saucier, PE Vice President-Marketing and Product Planning
Ricon Corp.

IV.

V.

VI. 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.

As reported from SMI

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|---------|--|
| 7-14-12 | <u>A bus operated by First Transit in Independence, Missouri, was involved in a thermal incident that resulted in the interior of the vehicle being severely damaged while the vehicle was in operation. The vehicle was a 2012 Ford F550/Glaival Entourage model bus bearing vehicle identification number (VIN) 1FDGF5GY9CEB50858.</u> |
| 8-2-12 | <u>Glaival, retained the services of ITC Experts (ITC) to investigate the incident and determine the cause of the fire, and an inspection took place at the transit garage in Independence, Missouri.</u> |
| 8-29-12 | <u>ITC's report was made available to Ricon .</u> |

9-28-12

Upon review of the ITC report furnished by Glaval and completion of an internal investigation of the relevant documents, Ricon concluded that a defect was present.

VII. Identify the Remedy

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

Ricon will provide instructions for managing the pendant cord and will supply a supplemental cover kit at no charge. It will be the responsibility of the lift owners to install the cover kit. The pendant cord will have a new non-conducting cover.

VIII. Identify the Recall Schedule

9. 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.

Glaval anticipates the recall campaign will begin during the week of December 10, 2012. At that time, vehicle manufacturers and dealers will be notified of their responsibilities in coordinating the campaign and making remedies to the recall population.

Furnish Recall Communications

10. 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 requirements.