



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 14, 2014

Jimmy Jarman  
Customer Service/Warranty Manager  
Diamond Coach Corporation  
2300 West Fourth Street  
Oswego, KS 67356

NVS-215SM  
14V-611

**Subject:** Wheelchair Lift - Platform Cracking

Dear Jimmy Jarman:

This letter serves to acknowledge Diamond Coach Corporation'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:**

DIAMOND COACH/PT/2006-2011  
DIAMOND COACH/VIP/2006-2011

**Mfr's Report Date:** September 29, 2014

**NHTSA Campaign Number:** 14V-611

**Components:**

EQUIPMENT ADAPTIVE

**Potential Number of Units Affected:** 45

**Problem Description:**

Diamond Coach Corporation (Diamond) is recalling certain model year 2006-2011 VIP and PT 2000, 2200, 2500, 2800, 3200, and 3201 transit buses manufactured January 1, 2006, to December 31, 2011, equipped with certain model S2005, S2010, S5005, S5010, S5505, and S5510 wheelchair lifts manufactured by Ricon Corporation. The platform side plate of the affected wheelchair lifts may crack.

**Consequence:**

If the platform side plates crack, the lift platform can separate from the lift and come to rest against the vehicle's lift door. When the doors are opened, the platform may fall out, increasing the risk of injury to the lift operator.

**Remedy:**

Diamond will notify owners to take buses to a Ricon dealer or service center who will install supplemental platform support bumpers. Any platform that has already started cracking will be replaced, free of charge. The recall is expected to begin in November 2014. Owners may contact Diamond customer service at 1-800-442-4645 Ricon customer service at 1-800-322-2884.

**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).

We have received Diamond Coach's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@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 large initial "J" and a long horizontal stroke at the end.

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