



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 17, 2014

Mr. Paul LaRose
President
New England Wheels
33 Manning Road
Billerica, MA 01821

NVS-215SM
14V-617

Subject: Wheelchair Lift - Platform Cracking

Dear Mr. LaRose:

This letter serves to acknowledge New England Wheels'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:

FORD/E-250/2006-2014
FORD/E-350/2006-2014

Mfr's Report Date: October 2, 2014

NHTSA Campaign Number: 14V-617

Components:

EQUIPMENT ADAPTIVE

Potential Number of Units Affected: 286

Problem Description:

New England Wheels (New England) is recalling certain model year 2006-2014 E-250, and E-350 vehicles modified by New England to be 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:

New England will notify owners to take vehicles 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 New England customer service at 1-800-886-9247 or Ricon customer service at 1-800-322-2884. New England's number for this recall is 14E-041.

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.

We have received New England's proposed owner notification letter and have provided you with our edits.

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 or through the office email at 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 "T".

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