



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 28, 2014

Ms. Patty Hill  
Mobility Works (WMK Inc.)  
1090 West Wilbeth Road  
Akron, OH 44314

NVS-215SM  
14V-641

**Subject:** Wheelchair Lift - Platform Cracking

Dear Ms. Hill:

This letter serves to acknowledge Mobility Works (WMK 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:**

FORD/E150/2006-2014  
FORD/E250/2006-2014  
FORD/E350/2006-2014

**Mfr's Report Date:** October 9, 2014

**NHTSA Campaign Number:** 14V-641

**Components:**

EQUIPMENT ADAPTIVE

**Potential Number of Units Affected:** 834

**Problem Description:**

Mobility Works (WMK Inc.) is recalling certain model year 2006-2014 Ford E150, E250, and E350 vans modified by Mobility Works 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:**

Mobility Works will notify owners, and Ricon will supply 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 Mobility Works customer service at 1-800-769-8267 or 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 Mobility Works' 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 the first name being the most prominent.

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