



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 23, 2015

Mr. Roger Lackore, P.E.
Director of Product Safety
Frontline Communications
2307 Oregon Street
Oshkosh, WI 54903-2566

NVS-215KS
15V-018

Subject: Wheelchair Lift - Platform Cracking

Dear Mr. Lackore, P.E.:

This letter serves to acknowledge Frontline Communications'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:

FRONTLINE COMMUNICATIONS/MOBILE MEDICAL UNIT/2007-2011

Mfr's Report Date: January 15, 2015

NHTSA Campaign Number: 15V-018

Components:

EQUIPMENT ADAPTIVE

Potential Number of Units Affected: 9

Problem Description:

Frontline Communications (Frontline) is recalling certain model year 2007-2011 Mobile Medical Unit vehicles manufactured from December 13, 2007, to February 17, 2011, and 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:

Frontline will notify owners to contact Ricon Customer Service to arrange for the installation of supplemental platform support bumpers. Any platform that has already started cracking will be replaced, free of charge. The recall is expected to begin January 30, 2015. Owners may contact Frontline customer service at 1-727-573-0400, 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.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@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 long horizontal stroke at the end.

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