



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 15, 2016

Mr. Mike Young
sales/customer service
Mobility Specialists, Inc.
490 Capricorn St
Brea, CA 92821

NVS-215KS
15V-763

Subject: Wheelchair Lift - Platform Cracking

Dear Mr. Young:

This letter serves to acknowledge Mobility Specialists, 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/E-250/2006-2014
FORD/E-350/2006-2014

Mfr's Report Date: November 13, 2015

NHTSA Campaign Number: 15V-763

Components:

EQUIPMENT ADAPTIVE

Potential Number of Units Affected: 285

Problem Description:

Mobility Specialists, Inc. (Mobility Specialists) is recalling certain model year 2006-2014 Ford E-250, and E-350 vehicles modified 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. Additionally, the affected lifts are equipped with folding link arms that may have pivot holes that are too big, allowing the bearings to move out of position.

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. Additionally, if the bearings move out of position, the stowed platform may have excessive movement resulting in failure of the platform mounting. This failure could cause the wheel chair lift platform to fall out of the vehicle when the doors are opened, increasing the risk of injury for the lift operator.

Remedy:

Mobility Specialists will notify owners to take their 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 manufacturer has not yet provided a notification schedule. Owners may contact Mobility Specialists customer service at 1-877-777-5438, 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).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

We understand that Ricon will be handling the quarterly reporting for this campaign. Please be reminded that as the vehicle manufacturer, Mobility Specialists is ultimately responsible for conducting an adequate safety recall campaign of its vehicles. Accordingly, if this safety recall campaign is not successful, the agency may require Mobility Specialists to conduct a follow-up notification and conduct additional quarterly reporting.

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,

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