



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 14, 2015

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

NVS-215KS  
15V-779

**Subject:** Wheel Chair Lift Link Arm Pivot Holes

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:** November 19, 2015

**NHTSA Campaign Number:** 15V-779

**Components:**

EQUIPMENT ADAPTIVE

**Potential Number of Units Affected:** 278

**Problem Description:**

New England Wheels is recalling certain model year 2006-2014 Ford E-250, and E-350 cargo vans modified to be equipped with certain model S2005, S2010, S5005, S5010, S5505, and S5510 wheelchair lifts built by the Ricon Corporation. 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 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:**

New England Wheels will notify owners, and Ricon dealers will inspect the link arms for damage or for displaced bearings. The platform will be inspected for cracks. Any damaged parts will be replaced, free of charge. The recall is expected to begin in December 2015. Owners may contact New England Wheels customer service at 1-800-866-9247, or Ricon Customer Service at 1-800-322-2884. New England Wheels' number for this recall is 15E-068. Note: These vans and wheelchair lifts were subject to a similar recall in 2014. All vehicles that received that recall remedy are still affected by this recall as well.

**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 New England Wheels' 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).

We understand that Ricon will be handling the quarterly reporting for this campaign. Please be reminded that as the vehicle manufacturer, New England Wheels 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 New England Wheels 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](mailto:kelly.schuler@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,



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