

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: January 9, 2015

This report serves as [insert reporting manufacturer's name]'s notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a [insert as applicable: "defect related to motor vehicle safety" or "noncompliance with Federal Motor Vehicle Safety Standards"] exists in certain [identify the vehicles at issue]. [Manufacturer] decided that this [insert "defect" or "noncompliance," as applicable] existed in these vehicles on [insert date].

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer's corporate name: OBS INC.

Vehicle brand or trademark name owner(s) (where applicable):

Designated Agent (imported vehicles): Bob Ferne

King County Library - cab/body, Adv III, 4 units

Canton Christian Home - cab/body, shuttle bus, 1 unit

Akron-Summit Co. Public Library - Transit bus, bookmobile, 1 unit

Michael Bechter- camper, 1 unit

Willard City Schools- school bus, 1 unit

If this notification concerns a defective or noncompliant component that the above identified manufacturer did not manufacture, identify that component and provide the name, address, and phone number of the manufacturer of the component (if this manufacturer is unknown, provide this information as to the supplier of the component):

Ricon Corporation- Ricon S-Series Platform Lifts

1135 Aviation Place

San Fernando, CA 91340

(818) 267-3016

Stanton Saucier, VP

Name, address, email, and phone and fax numbers for the person(s) to whom inquiries about this report should be directed:

OBS INC.

1324 Tuscarawas Street W., Canton, OH 44702

(330) 453-3725 (X316)

fax (330) 453-0611

Bob Ferne - bobferne@obsinc.net

Manufacturer's assigned campaign number (where applicable): OBS # 01-15

II. Identification of the Recall Population and Its Size

Complete the tables below for each group of vehicles subject to this notification. Additional tables may be necessary where there are more than three groups subject to a notification.

Make: Chevrolet/ Unicell body
Model: Adventure III (OBS) Chevrolet CG33803
Model Year(s): 2012
Inclusive dates of manufacture (month and year): Delivered 12/19/12 & 1/9/13
Body Style/Type (for non-passenger cars): Van/truck box
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): Vin# 1GB6G5CLoC1169141 Vin# 1GB6G5CL8C1166763 Vin# 1GB6G5CL1C1167611 Vin# 1GB6G5CL7C1168892
Total number of these vehicles: 4

Make: Ford/ Collins Bus
Model: MidStar 201S Ford E4FF
Model Year(s): 2007
Inclusive dates of manufacture (month and year): Delivered 8/27/07
Body Style/Type (for non-passenger cars): Cutaway/Shuttle bus
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):

Vin# 1FDXE45S27DA71927
Total number of these vehicles: 1

Make: Blue Bird
Model: A3FE2803a
Model Year(s): 2007
Inclusive dates of manufacture (month and year): Delivered 3/23/07
Body Style/Type (for non-passenger cars): Transit Activity bus
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): Vin# 1BABDCPH07F245716
Total number of these vehicles: 1

Provide the following information as to all the groups of vehicles:

Grand total number of vehicles: 8

The percentage of the recall population you estimate actually contain the defect or noncompliance: 2%

Total number of these vehicles:

Make: Unknown
Model: Unknown
Model Year(s): Unknown
Inclusive dates of manufacture (month and year): Sold as lift separately 5/14/10
Body Style/Type (for non-passenger cars): Camper, they installed themselves.
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): Vin# unknown Lift serial # 256295
Total number of these vehicles: 1

Total number of these vehicles:

Make: Blue Bird
Model: BBCV3011s
Model Year(s): 2010
Inclusive dates of manufacture (month and year): Delivered 11/4/09
Body Style/Type (for non-passenger cars): School Bus
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): Vin# 1BAKF2PAXAF273978
Total number of these vehicles: 1

Identify and describe how the recall population was determined (e.g., on what basis the recalled models were selected and how the inclusive dates of manufacture were determined):

Ricon Corporation letter September 12, 2014

Blue Bird letter October 01, 2014

NHTSA letter December 3, 2014

email from Cynthia Glass @ dot.gov December 19, 2014

Describe how the recall population is different from any similar vehicles not subject to this notification:

All vehicles had the Ricon lifts installed in them based on the serial #s provided by Ricon.

III. Description of the Defect or Noncompliance and Chronology of Events

Describe the defect or noncompliance, including a summary and detailed description of the nature and physical location (if appropriate) of the defect or noncompliance. Graphic aids should be provided where necessary.

Ricon letter September 12, 2014, Ricon letter chronology of events leading to defect determination is attached.

Describe the cause(s) of the defect or noncompliance condition.

The notice given by Ricon was that there was a potential for the defect to occur but may not.



Ricon Corporation
A Wabtec Subsidiary
1135 Aviation Place
San Fernando, CA 91340

Phone: 818.267.3000
Fax: 818.267.3001
www.Riconcorp.com

SAFETY RECALL NOTICE OEM/DEALER

September 12, 2014

OBS, INC.
Attn: Al Groom
1324 Tuscarawas St. West
Canton, OH 44702

RE: Safety Defect Recall Notification 14E-041.

Dear Al Groom:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ricon has decided that a defect which relates to motor vehicle safety exists in some of the Ricon wheelchair lifts installed in vehicles produced by your company.

! I M P O R T A N T !

- Ricon Wheelchair Lift is being recalled
- Contact Ricon Corporation immediately

WHAT IS BEING RECALLED:

Ricon DOT Public Use, "S" 2000 and 5500 Series lifts manufactured after January 1, 2006 equipped with platforms measuring 32"x51" and 34"x54". The affected population is comprised of six (6) primary model numbers:

S2005-XXXXXXXX
S2010-XXXXXXXX
S5005-XXXXXXXX
S5010-XXXXXXXX
S5505-XXXXXXXX
S5510-XXXXXXXX

The total number of lifts being recalled is 38,434.

WHY IS IT BEING RECALLED:

John - see if you
can find out what
vehicles we put these
in. —



Ricon Corporation
A Wabtec Subsidiary
1135 Aviation Place
San Fernando, CA 91340

Phone: 818.267.3000
Fax: 818.267.3001
www.Riconcorp.com

Under certain conditions present in some applications, the platforms included on the subject S-Series model wheelchair lifts can exhibit cracking of the platform pivot plate while in the stowed position which, if left unchecked, can propagate to the point where separation of the rear portion of the pivot plate occurs rendering the lift potentially inoperable and possibly unsafe for the operator.

In the event the aforementioned crack occurs on both sides of the platform and is allowed to propagate to the point of material separation on both sides it is possible for the lift platform to lean against the vehicle lift door(s) and fall out of the vehicle when the door(s) is(are) opened putting the lift operator at risk.

WHAT YOU AS THE [OEM][DEALER] SHOULD DO:

You Must Notify NHTSA & Conduct a Safety Recall: According to our records, affected units were purchased by your company. If those units were installed as original equipment on vehicles manufactured by your company, your company must notify the National Highway Traffic Safety Administration (NHTSA) within 5 business days and conduct a safety recall of those vehicles. It is critical that the NHTSA guidelines are followed in a timely manner and that your customers are notified of the potential hazard. You may contact the NHTSA with questions by sending an email to rmd.odi@dot.gov.

To help you comply with your obligation to issue a safety recall of the vehicles that contain an affected Ricon DOT Public Use lift, we have attached a sample letter to owners of potentially affected vehicles, which should facilitate your notification to dealers and owners of the recall and the required repairs and service procedures. Although we have provided this sample to you for your convenience, you must submit drafts of your version of these notices to NHTSA for approval at least 5 days prior to mailing such notification to dealers and owners of potentially affected Ricon lifts.

Important: Dealer notification by Certified Mail is required by Federal law for all safety recalls. Responsible dealership personnel should be instructed to sign for this Certified mail without hesitation as it contains urgent safety recall information. Notifications to owners of potentially affected vehicles are by first class mail. Please be advised that the outside of each envelope containing an owner notification letter must be marked "SAFETY RECALL NOTICE" all in capital letters, either in boldface or underlined, and in type that is larger than that used in the address section. A sample of the envelope must be submitted to NHTSA for approval at least 5 business days before mailing to owners.

IMPORTANT: Some of the vehicles affected may still be in your inventory. Federal law requires you to complete the recall service on these vehicles before delivery. Ricon will provide replacement or repair for these units prior to delivery to your customers.

Ricon is prepared to assist you with the materials, the mailings and reporting requirements of this recall. Please contact Ricon Customer Service at (800)322-2884, or by email, at admin14E041@wabtec.com

Tech Dept.



Ricon Corporation
A Wabtec Subsidiary
1135 Aviation Place
San Fernando, CA 91340

Phone: 818.267.3000
Fax: 818.267.3001
www.Riconcorp.com

WHAT RICON CORPORATION WILL DO:

Ricon will provide a field modification instruction and all material required to mitigate this recall at no charge. It will be the responsibility of the lift owners to execute the mitigation.

If you feel Ricon has not fully answered your questions, please contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact Ricon Customer Service at (800)322-2884, or by email at recall.admin@wabtec.com.

We apologize for the inconvenience caused by this safety recall, but the safety of our customers is our first concern.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Saucier".

Stanton D. Saucier, PE
Vice President – Marketing and Product Planning
Ricon Corp.

Describe the safety consequence(s) of the defect or noncompliance condition.
see attached Ricon letter attached earlier,

Identify any warning(s) that may precede the defect or noncompliance condition.
Visible crack in the platform pivot plate.

For defects, provide a dated, chronological summary of all the principle events that were the basis for the determination that the defect is related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information such as numbers of crashes, injuries and fatalities.

N/A

For noncompliances, identify the test results and other information considered in determining the existence of the noncompliance, and provide the date of each test and observation indicative of that noncompliance.

N/A

IV. The Remedy Program and Its Schedule

Describe the program for remedying the defect or noncompliance, including the plan for reimbursing those owners and purchasers who may have incurred costs to remedy the defect or noncompliance before receiving the manufacturer's notification concerning that defect or noncompliance. Also include, where applicable, details with dates concerning any production remedy that was conducted or will be conducted.

OBS will send letter dated 1/15/15, follow up with telephone calls to customers.

Provide the estimated date(s) on which owner and purchaser notifications will be issued and the estimated date(s) for completion of those notifications.

Estimated date of owner notification to be mailed 1/26/15. Completion of inspection or replacement will depend on end user taking to repair facility.

Provide the estimated date(s) on which dealer and distributor notifications will be issued and the estimated date(s) for completion of those notifications.

N/A

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Replacement of platform pivot plate if necessary.



January 9, 2015

ABC Company
Any street
Any State xxxxx

RE: Defect Recall Notification 14E-041

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicles Safety Act. Ricon has determined that a defect which relates to motor vehicle safety exists in the Ricon wheelchair lift installed in your vehicle.

IMPORTANT

Your Ricon Wheelchair Lift is being recalled
Contact Ricon Corporation immediately

WHAT IS BEING RECALLED

Ricon DOT Public Use, "S" 2000 and 5500 Series lifts manufactured after January 1, 2006 equipped with platforms measuring 32"X51" and 34"X54". The affected population is comprised of six (6) primary model numbers.

S2005-XXXXXXXX
S2010-XXXXXXXX
S5005-XXXXXXXX
S5010-XXXXXXXX
S5505-XXXXXXXX
S5510-XXXXXXXX

The total number of lifts being recalled is 38,434.

WHY IS IT BEING RECALLED

Under certain conditions present in some applications, the platforms included on the subject S-Series model wheelchair lifts can exhibit cracking of the platform pivot plate while in the stowed position, which if left unchecked, can propagate to the point where separation of the rear portion of the pivot plate occurs rendering the lift potentially inoperable and possibly unsafe for the operator.

In the event the aforementioned crack occurs on both sides of the platform and is allowed to propagate to the point of material separation on both sides it is possible for the lift platform to lean against the vehicle lift door(s) and fall out of the vehicle when the door(s) is (are) opened putting the lift operator at risk.

WHAT YOU AS THE OWNER/OPERATOR SHOULD DO:

Immediately locate and inspect the affected unit(s) in your fleet. For units upon which cracked pivot plates are found, replacement of the platform must be performed. For units

within warranty, a platform assembly will be provided by Ricon. For any units that fall outside of the warranty period, a platform weldment will be provided by Ricon.

After inspection of the platform has been completed and no evidence of a cracked pivot plate is found, a supplemental elastomeric bumper kit provided by Ricon must be installed for each unit that is identified on the affected list.

Materials are available by calling Ricon Customer Service at (800) 322-2884, or by emailing Ricon's Recall Coordinator, at admin14E041@wabtec.com or by locating the nearest Ricon servicing dealer using the locator on the Ricon website- www.riconcorp.com

WHAT RICON WILL DO:

Ricon will provide a field modification instruction and all material required to mitigate this recall at no charge. It will be the responsibility of the lift owners to execute the mitigation.

If you feel Ricon has not fully answered your questions, please contact the Administrator, National Highway Traffic Safety Administration, 1200 Ne Jersey Ave. SE, Washington, DC 20590; or call toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you for the prompt attention to this matter. If you have any questions concerning these procedures please contact Ricon Customer Service at (800) 322-2884, or by email at recall.admin@wabtec.com.

We apologize for the inconvenience caused by this safety recall, but the safety of our customers is our first concern.

Sincerely,

Bob Ferne, President
OBS INC.