



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 21, 2016

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

NEF-150KS  
16V-350

**Subject:** Wheel Chair Lift Platform Cracking/Big 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  
FORD/TRANSIT/2015

**Mfr's Report Date:** May 17, 2016

**NHTSA Campaign Number:** 16V-350

**Components:**

EQUIPMENT ADAPTIVE

**Potential Number of Units Affected:** 2

**Problem Description:**

New England Wheels (New England) is recalling certain model year 2006-2014 Ford E-250, E-350, and 2015 Ford Transit vans equipped with certain model S2005, S2010, S5005, S5010, S5505, and S5510 wheelchair lifts by Ricon. The platform side plate of the affected wheelchair lifts may crack. Additionally, the 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 or the platform mounting fails from out-of-position bearings, the lift platform can separate from the lift and come to rest against the vehicle's lift door. When the vehicle's doors are opened, the platform may fall onto the lift operator, increasing their risk of injury.

**Remedy:**

New England 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 June 2016. Owners may contact New England customer service at 1-800-886-9247. New England's number for this recall is 16E-020.

**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's 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

We understand that Ricon will be handling the quarterly reporting for this campaign. Please be reminded that as the vehicle manufacturer, New England 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 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