



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 24, 2016

Mr. Mark Elion  
Corporate Quality Analyst  
Supreme Corporation  
2581 East Kercher Road  
Goshen, IN 46528

NEF-150KS  
16V-369

**Subject:** Wheel Chair Lift Platform Cracking/Big Pivot Holes

Dear Mr. Elion:

This letter serves to acknowledge Supreme Corporation'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:**

STARTRANS/AZURE HYBRID/2008-2014  
STARTRANS/CANDIDATE/2008-2014  
STARTRANS/MFSAB/2008-2014  
STARTRANS/PRESIDENT/2008-2014  
STARTRANS/PRESIDENT S2/2008-2014  
STARTRANS/SENATOR/2008-2014  
STARTRANS/SENATOR HD/2008-2014  
STARTRANS/SENATOR II/2008-2014  
STARTRANS/SENTINEL/2008-2014  
STARTRANS/TROLLEY/2008-2014

**Mfr's Report Date:** May 19, 2016

**NHTSA Campaign Number:** 16V-369

**Components:**

EQUIPMENT ADAPTIVE

**Potential Number of Units Affected:** 759

**Problem Description:**

Supreme Corporation (Supreme) is recalling certain model year 2008-2014 Startrans Activity Bus, Azure Hybrid, Candidate, Senator, Senator HD, Senator II, President, President S2, Sentinel Van, and Trolley shuttle buses manufactured May 9, 2008, to August 9, 2014, 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 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:**

Supreme will notify owners and advise them to contact Ricon, 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 Supreme customer service at 1-800-642-4889 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](http://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).

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