

**RECEIVED**

By Recall Management Division at 9:04 am, Jun 04, 2012

12V-263  
(6 Pages)

Safety Defect and Noncompliance Report Guide for Equipment  
**PART 573 Defect and Noncompliance Report**

On May 24th, Diamond Coach Corporation decided that a defect which relates to motor vehicle safety exists in the motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: **May 29<sup>th</sup> 2012**

Furnish the manufacturer's identification code for this recall: **N/A**

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164:

**Diamond Coach Corporation**

Identify the corporate official, by name and title, who the agency should contact with respect to this recall:

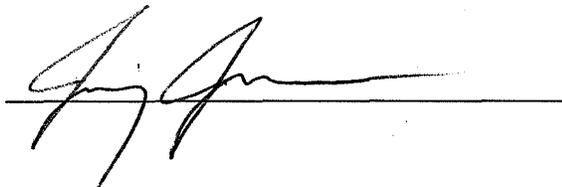
**Jimmy Jarman**  
**Customer Service/ Warranty Administrator**

Telephone Number: **1-800-442-4645 Extension 21**  
Fax Number: **620-795-4816**

Name and Title of Person who prepared this report:

**Jimmy Jarman**  
**Customer Service/ Warranty Administrator**

Signed:



I. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in this Recall, *for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:*

Generic name of the item: **Wheelchair lift**

Dates of manufacture: **November 20, 2006 to September 10, 2010**

Make: **Braun**                      Model: **Century-2 (NCL-2), Vista-2 (NVL-2)**

Part Number(s): **N/A**      Size: **N/A**

Function: **Moving wheelchairs into, and out of motor vehicles**

Other information which characterizes/distinguishes the items of equipment to be recalled: **N/A**

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents: **100 percent.**

II. Identify the Recall Population

3. Furnish the total number vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Items Potentially Involved</u>
<b>Century-2 (NCL-2)</b>	<b>2006 and 2010</b>	<b>258</b>
<b>Vista-2 (NVL-2)</b>	<b>2006 and 2010</b>	<b>20</b>

Total Number Potentially Affected by the Recall: **278**

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: **Less than half of 1%.**

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled items of equipment:

**Based on a complaint filed with the NHTSA and a limited number of other complaints the recall population was determined to be all Century-2 (NCL-2) and Vista-2 (NVL-2) wheelchair lifts having a particular roll stop design. The beginning date was determined to be the date on which the first Century-2 (NCL-2) and Vista-2 (NVL-2) wheelchair lifts were manufactured. The final date was determined to be the date a new design was implemented to help maintain roll stop performance in the event of ill-maintenance or product misuse.**

### III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

**The location of the defect is the outboard end of the wheelchair lift platform, specifically at the outer barrier. The defect manifests itself when the roll stop latches are no longer capable of restraining the roll stop to prevent wheelchair passengers from defeating or riding over the roll stop.**

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

**Ill maintenance related to damaged part replacement, or product misuse through high energy wheelchair/scooter impacts.**

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

**The consequence of the defect is that the roll stop and latch parts may not operate properly or may become bent or misaligned through impact or continued use, and a wheelchair occupant may defeat or ride over the insufficiently latched roll stop. If this occurs when the lift platform is in an elevated position, the wheelchair/passenger may fall to the ground and sustain injury.**

Identify any warning which can (a) precede or (b) occur.

**During a pre or post-trip lift inspection, or before boarding the lift platform, a lift attendant or wheelchair occupant may observe the outer roll stop in an unlatched condition when the lift platform is deployed from its stowed position or raised off the ground.**

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

N/A

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

N/A

#### IV. Provide the Chronology in Determining the Defect/Noncompliance

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

**During the late summer of 2011, Braun received notice of a single complaint filed with NHTSA. This complaint prompted a NHTSA Preliminary Evaluation to assess the scope and severity of the alleged defect. Upon learning of the complaint, Braun objected to NHTSA's allegation of defect and acknowledged that it had earlier addressed roll stop latch/latch bracket damage issues via two Service Bulletins in April and June 2010. These Service Bulletins were created to address situations where damaged roll stop latches and latch brackets made roll stop securement questionable. After further consultation with NHTSA, Braun concluded it would conduct a voluntary recall in the interest of public safety.**

**Braun has addressed 41 warranty claims involving damaged roll stops, roll stop latches, and roll stop latch brackets. These were repaired by shipping/installing repair parts pursuant to the aforementioned Service Bulletins.**

**Since introduction of the subject lifts in November 2006, Braun has received notice of 3 claims alleging injury and 1 claim alleging injury/fatality.**

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

#### V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or non-compliance. Clearly describe the differences between the recall condition and the remedy.

**To be provided at a later date.**

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

**To be provided at a later date.**

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

**The recall condition was corrected in production on August 24, 2010. This took the form of redesigned roll stop latch brackets. The production remedy is not identical to the recall remedy since the production remedy was not backward compatible with earlier**

**production lifts. The recall remedy will be compatible with the entire recall population.**

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please identify any foreseeable problems with implementing the recall.

**Diamond Coach Corporation anticipates the recall campaign will begin during June, 2012. At that time, end users will begin to be notified regarding the recall with a letter identifying the Diamond Coach build order number and the vehicles VIN# that the affected lift was originally installed in. We will also be including the recall letter from Braun which includes the affected lifts model number and serial number.**

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

**See the attached proposed recall communications.**