

Elkhart Coach

52807 County Road 7
Elkhart, Indiana 46514

March 26, 2010

Alex Ansley

US DOT- NHTSA
Office of Defects Investigation
Recall Management / W46-437
1200 New Jersey Ave SE
Washington, DC 20590

Re: Defect Information Notice 09E-061

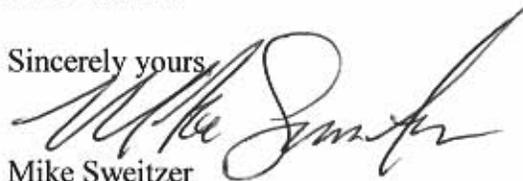
Mr. Ansley:

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Elkhart Coach, a Division of Forest River Inc., reports a safety campaign to recall 200 Elkhart Coach Buses manufactured between October 2007 to December 2009 with a defect in Ricon Corp Wheelchair Lift software programming.

Attached is Elkhart Coach's Defect Information Notice, a copy of the Dealer Letter, and a copy of the Owner Letter.

Please contact me if you have any questions. msweitzer@forestriverinc.com or 574-264-5179 Ext. 113

Sincerely yours,



Mike Sweitzer

Elkhart Coach

52807 County Road 7
Elkhart, Indiana 46514

Defect Information Report (Section 573.6)

March 26, 2010

(c)(1) Manufacturer: Elkhart Coach

52807 County Road 7
Elkhart, Indiana 46514
(574) 264-5179

Brands: Ricon S & K-Series, L-model Public Use Platform Lifts

(c)(2) Vehicles identification: "S" Series, L-model and "K" Series, L-model

Models affected: S2003,S2005,S2010,S5503,S5505,S5510,K2003,K2005,
K2010,K5503,K5505

Model Years: October 2007 to Dec. 18 2009

Manufacture Dates: October 2007 to Dec. 18, 2009

Basis for Determining Population: All L-model lifts identified above, manufactured between September 2007 and October 2009.

Component Manufacturer if other than the vehicle manufacture: Ricon Corporation.

(c)(3) Total Number of Vehicles Potentially Affected: 200 buses

(c)(4) Percentage of Vehicles Estimated to Contain the Defect: 100%

(c)(5) Description of the Defect:

The defect is in the software loaded onto the printed circuit board that functions as the lift's control system. The anomaly is such that in the event an operator runs the wheelchair lift from the ground to vehicle floor level and releases the "UP" function switch before the floor level limit switch is activated, a remote possibility exists such that the lift may continue its upward travel for approximately 1 second before stopping. The continued upward travel may over-run the floor level cut off point and initiate platform stow, resulting in the front of the platform tilting upward approximately 15 degrees, if the combined weight of mobility aid and occupant is less than 100 pounds, and the hydraulic system relief valve has not been altered from its original, factory setting.

(c)(6) Chronology of Principle Events:

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.

Elkhart Coach

52807 County Road 7
Elkhart, Indiana 46514

Ricon introduced the S and K Series, L-model wheelchair lift around March. The lift incorporated new electronics to better manage all required functions. On or around September 1, 2009, Ricon received a report of an incident involving a Ricon S-Series, L-model lift, installed in a Champion bus, operated by Capital Metro Transit in Austin, Texas. The incident was caught on video. The video shows a passenger tipping over in her wheelchair as a result of the lift overrunning the vehicle floor level position. Ricon dispatched personnel to inspect the lifts and determined that a problem was present in the control system. This is the first and only reported incident of this type.

(c)(7) Noncompliance-test or other data:

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.

The failure is not covered under 49CFR571.403 therefore, there is not a non-compliance.

(c)(8) Remedial program:

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.

Upon determining the problem, Ricon stopped all shipments of the L-model lifts. A letter was prepared and e-mailed to all bus OEMs, notifying them of the interruption in supply. Ricon believes that this condition is preventable by merely depressing the button down until the "UP" function is completed and the platform has reached the vehicle floor level. This was not a foreseeable failure. The software code is in the process of being re-written. Once the software code is completed and the software is validated, the code will be made available to upgrade all L-model wheelchair lifts in service.

Estimated Dealer Notification Date: Elkhart Coach Estimate's dealer notification to be completed and mailed certified by 3/26/2010 .

Estimated Owner Notification Date:
Elkhart Coach estimates owner notification to be complete by 4/30/2010.

Elkhart Coach

**52807 County Road 7
Elkhart, Indiana 46514**

Reimbursement Plan:

Ricon will provide your customers a bulletin outlining proper wheelchair lift operation and will ship them a DVD-based training aid to promote proper lift operation. When the software solution is available, your customers will once again be notified by Ricon so that they may take their vehicle to their nearest servicing Ricon dealer for the software.

(c)(9) Communication sent to dealers and owners:

A copy of Elkhart Coach's **dealer** notification letters been submitted with this report.

(c)(10) Copy of proposed owner notification letter: A copy of Elkhart Coach's **owner** notification letter has been submitted with this report.

(c)(11) Manufacturer's campaign number: #09E-061