



Dodgen Industries, Inc.

RECEIVED July 1, 2013
CG

June 21, 2013

U.S. Dept. of Transportation
Office of Defects Investigation
1200 New Jersey Ave SE
Washington DC 20590
Attention: Cynthia Glass

Via Certified U.S. Mail

Dear Cynthia Glass:

We received your notice to our firm dated June 14th on June 17th. This is in regards to recall **EQ13-003**. Per your letter Dodgen Industries had purchased (1) Ricon S or K series wheelchair lift with a defect.

On November 19, 2012 Dodgen had received a notice from your agency regarding this same recall. My associate Caroline Thompson had investigated to locate the one lift and its owner. She spoke with Larry McNutt of Ricon Corporation. Between them they discovered that the (1) lift purchased by Dodgen actually had had the model number incorrectly recorded by Ricon upon shipment to my firm. The model that we received ended in a model number with the letter A at the end of the number rather than B. Larry had promised to take care of changing the records within his company and notifying your office that we did not have any lifts subject to the recall. Obviously that notification by him never happened. My firm therefore never sent the reply to your agency, and has not followed the steps of the 6 quarterly reports. *We felt that it was all handled and we did not need to do any further action.*

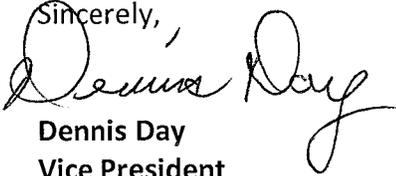
I did notice that the letter came from your agency addressed to Peter Dakin. Peter left our firm in the late 1990's. I would ask that you change your records for our firm, and if any further communication is required on either this recall or any future recalls that they are sent to my attention.

The lift that Dodgen Industries had purchased was model number **S2010F1020000A** with a serial number of **275232** and it did not have the armored cable pendant control. I am enclosing the email sent to Larry McNutt of Ricon Corporation on December 12, 2012, and photographic files that we had on this particular lift. Also, we have copies of two documents, with Invoice #10334877 being in error with the suffix "B" and #10334029 (the packing list invoice) being correct with the suffix "A". This just simply appears to be a typing error to us.

If you need to discuss or have any further action by my firm please contact me at my address below.

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Dennis Day". The signature is written in a cursive style with a large, looped initial "D".

Dennis Day
Vice President

Dodgen Industries Inc.

800-247-1835, ext. 7248

Email: dennyd@dodgen-bornfree.com

Caroline Thompson

From: Caroline Thompson
Sent: Wednesday, December 12, 2012 7:55 AM
To: lmcnutt@wabtec.com
Subject: Ricon Recall #12E-038
Attachments: Ricon lift pictures for recall information.pdf

*Sent by email
= by registered
mail 12/12/12*

Ricon Corporation
A Wabtec Company
7900 Nelson Road
Panorama city, CA 91402

Attention: Mr. Larry McNutt

Dear Mr. McNutt:

Thank you for taking time to speak with me on the phone several times over the past few days. I am writing you this letter and attaching a few pictures per your request in fulfilling any requirements you will need to verify that Dodgen Industries / Born Free have never purchased any of the lifts that are being recalled.

It appears that there was a typographical error on the part of Ricon which made it appear as if Dodgen's had purchased a lift involved in the recall. Thank you for doing the research on your end to also verify that we have never purchased this lift. Evidence shown by the serial number of the lift in question actually matches a lift that was not included in the recall.

Again, thank you for your help in clearing up this matter. As you have requested this email and photos of the lifts that we purchase from Ricon for use in our vehicles should help you in removing our company from your list of recall contacts.

Sincerely,

Caroline Thompson
Dodgen Mobile Technologies
1505 13th St. N.
Humboldt, IA 50548
515-332-3755
800-247-1835
Caroline@dodgen-bornfree.com
www.dodgenmobiletech.com

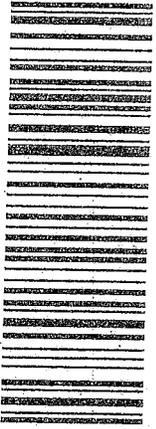
Attachment: Photos of (4) Dodgen vehicles with Ricon lifts installed.

Per the Electronic Communications Privacy Act, this message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message. If you are the intended recipient and do not wish to receive similar messages from us in the future, please respond to the sender to this effect, otherwise we will presume that you consent to this form of communication.



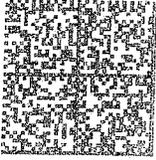
Dodgen Industries, Inc.
 Highway 169 North
 P.O. Box 39
 Humboldt, IA 50548

CERTIFIED MAIL



7004 2510 0006 0784 5654
 7004 2510 0006 0784 5654

UNITED STATES POSTAGE
 02 1P
 0003107606
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 PITNEY BOWES
 DEC 12 2012
 MAILED FROM ZIP CODE 50548



91402

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only. No Insurance Coverage Provided)

For delivery information, visit our website at www.usps.com

OFFICIAL USE

Postage	\$.45	Postmark Here
Certified Fee	2.95	
Return Receipt Fee (Endorsement Required)	2.35	
Restricted Delivery Fee (Endorsement Required)		
Total Postage & Fees	\$ 5.75	

Sent To: Ricon Corp. Atten: Larry McNutt
 Street, Apt. No.,
 or PO Box No. 1900 Nelson Rd.
 City, State, ZIP+4 Panorama City, CA 91402

PS Form 3800, June 2002 See Reverse for Instructions

Atten: Mr. Larry McNutt
 Recall #12E-038



Ricon

A Wabtec company

Ricon Corporation

7900 Nelson Road, Panorama City, California 91402
www.riconcorp.com, e-mail: ar@riconcorp.com

INVOICE 10334029

Please Remit Payment to:
Ricon Corporation
P.O. Box 100936
Pasadena, CA 91189-0936

DATE: 11-09-11

CUSTOMER: 189800

CUSTOMER

DODGEN INDUSTRIES, INC

P.O. BOX 39
HUMBOLDT IA
50548-0039

DELIVERY

BORN FREE MOTORCOACH

1505 - 13TH ST. NORTH
HUMBOLDT IA
50548

QUANTITY	UNIT	ITEM	UNIT PRICE	UNIT	DISCOUNT	TOTAL
Order Number : 913661 Order Date : 11-04-11 Customer PO : 59612 **SHIPPING FROM WHSE 66** PLEASE CALL CERASIS FOR PICK-UP 800-734-5351 EXT 5 Dispatch Note : 400148						
1.00	EA	S2010-F1020000A S20(42tr)34x54"PFRM,FMVSS,LH SN 275232	3146.0000	EA		3146.00
1.00	EA	01190XC KIT,INSTL,TRANSIT APP,35'CAB,S				

NOV 14 2011

Delivery: FOB ORG, FRT COLLECT

When remitting, please reference: 189800/10334029

Payment: NET 30

A FINANCE CHARGE OF 1.5% per month which is an ANNUAL PERCENTAGE
OF 18% is being assessed on any unpaid amount.

GOODS TOTAL:	3146.00
DISCOUNT:	
FREIGHT-LABOR:	
TOTAL DUE:	3146.00



Ricon

A **Wabtec** company

Ricon Corporation

7900 Nelson Road, Panorama City, California 91402
www.riconcorp.com, e-mail: ar@riconcorp.com

INVOICE 10334877

Please Remit Payment to:
Ricon Corporation
P.O. Box 100936
Pasadena, CA 91189-0936

DATE: 11-22-11

CUSTOMER: 189800

CUSTOMER

DODGEN INDUSTRIES, INC
P.O. BOX 39
HUMBOLDT IA
50548-0039

ADDRESSES

BORN FREE MOTORCOACH
1505 - 13TH ST. NORTH
HUMBOLDT IA
50548

QUANTITY	UNIT	ITEM	UNIT PRICE	UNIT	DISCOUNT	TOTAL
Order Number : 914461						
Order Date : 11-04-11						
Customer PO : 59612						
Dispatch Note : 401066						
1.00	EA	S2010-F1020000B S20(42trv)34x54"PFRM,FMVSS,LH SN 275232	3146.0000	EA		3146.00
1.00	EA	33022 KIT,PENDANT,7FT,FMVSS				
-1.00	EA	44852 KIT,PENDANT,STL CORD,7 FT,FMVS				

"Typo" By Ricon to correct a bookkeeping error on their end. NOV 28 2011

Notice the S/N matches the S/N on their invoice # 10334029.

Delivery: FOB ORG, FRT COLLECT

When remitting, please reference: 189800/10334877

Payment: NET 30

A FINANCE CHARGE OF 1.5% per month which is an ANNUAL PERCENTAGE

GOODS TOTAL : 3146.00

DISCOUNT :

FREIGHT/LABOR

3146.00

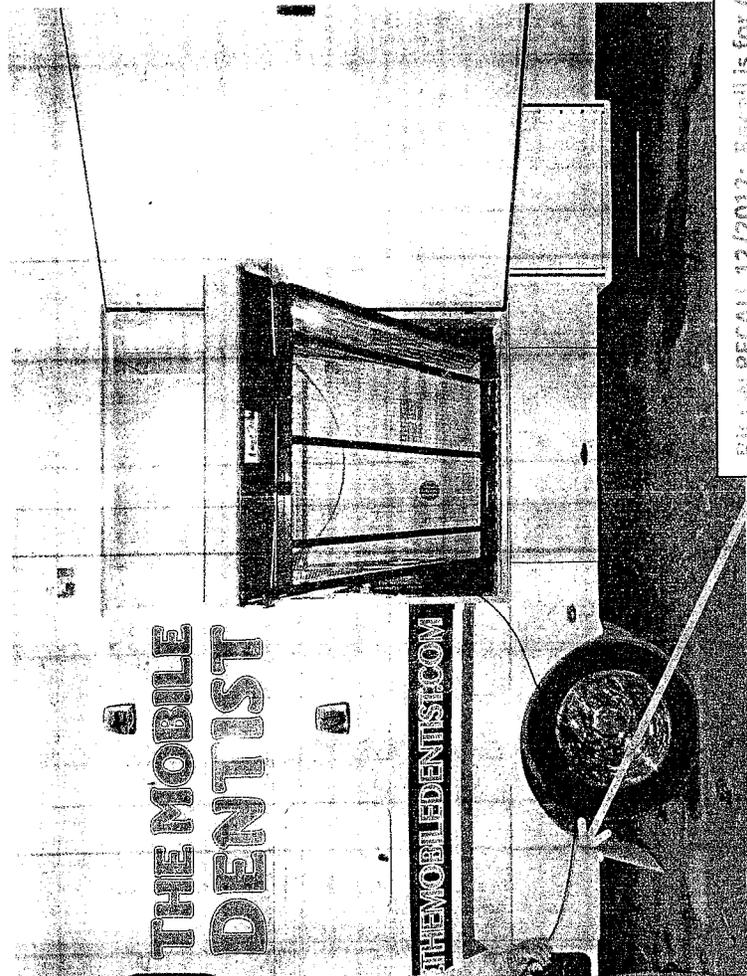
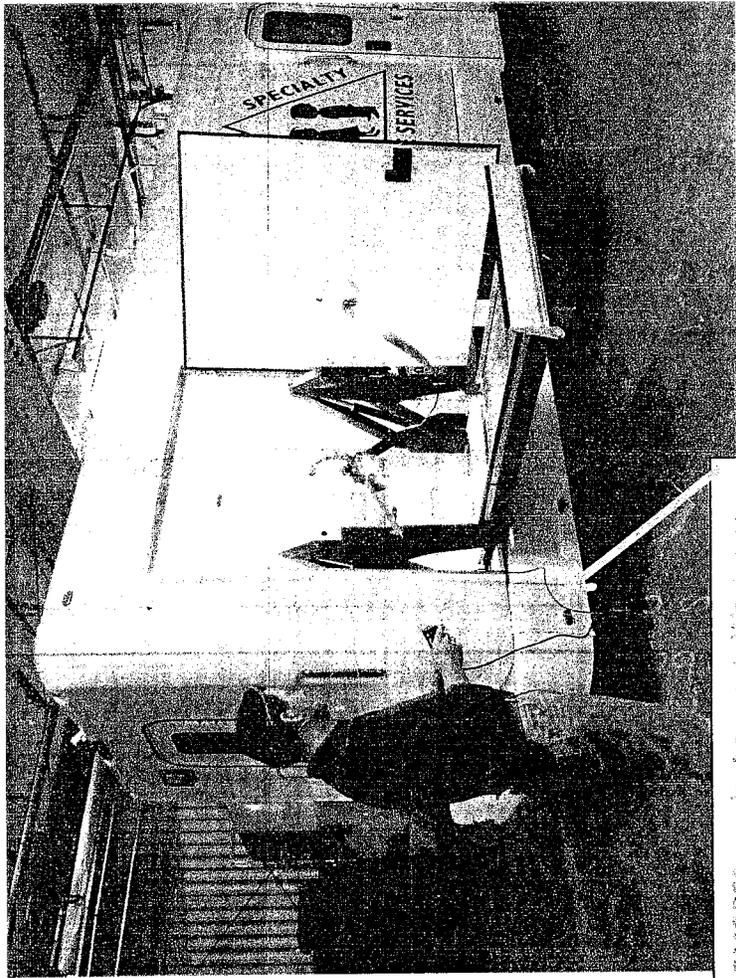


FIGURE 12/2012: Recall is for ARMORE dental units. The units lack an armored control, use an air hose that is not made of flame-retardant fibre, steel conductive cord.

