



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 26, 2019

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

NEF-150MR
19V-125

Subject: Wheelchair Lift may Raise too High/FMVSS 403

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-250/2008, 2013-2014

Mfr's Report Date: February 26, 2019

NHTSA Campaign Number: 19V-125

Components:

EQUIPMENT ADAPTIVE

Potential Number of Units Affected: 3

Problem Description:

New England Wheels (New England) is recalling certain 2008, 2013 and 2014 Ford E-250 vehicles modified to be equipped with Ricon Wheelchair lifts. The wheelchair lift positioning input cam may fail while the lift is in use, allowing the platform to travel higher than the vehicle's floor height. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 403, "Platform Lift Systems."

Consequence:

If the wheelchair lift platform stops above the vehicle floor, the wheelchair user can tip inwards towards the vehicle when exiting the lift, increasing their risk of injury.

Remedy:

New England has notified owners, and Ricon dealers will replace the lift positioning input cam, free of charge. The recall began on March 18, 2019. Owners may contact Ricon customer service at 1-800-322-2884 or New England customer service at 1-978-663-9724.

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.

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Kareem Habib
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement