

Safety Defect and Noncompliance Report Guide for EquipmentPart 573 Defect and Noncompliance Report

Date: 8/29/12

This report serves as Quality Van Sales, Inc.'s notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a defect related to motor vehicle safety exists in certain Braun Century-2 (NCL-2) and Vista-2 (NVL-2) wheelchair lifts. Braun Corporation decided that this defect existed in these models manufactured during 2006-2010.

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer's Corporate Name: Quality Van Sales, Inc.

Equipment's brand or trademark name owner(s) (where applicable):

Designated Agent (imported equipment):

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If this notification concerns equipment that was installed in new motor vehicles or new items of motor vehicle equipment, identify by name, address, and telephone number each vehicle manufacturer and equipment manufacturer who purchased that equipment:

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If this notification concerns defective or noncompliant component that the above identified manufacturer did not manufacture, identify that component and provide the name, address, and phone number of the manufacturer of the component (if this manufacturer is unknown, provide this information as to the supplier of the component):

Wheelchair Lift  
Braun Corporation  
631 W. 11<sup>th</sup> St.  
Winamac, IN 46996  
800-946-7513

Name, address, email, and phone and fax numbers for person(s) to whom inquiries about this report should be directed:

Patrick Duffy/Quality Van Sales, Inc.  
349 Old Colony Rd. ~ Norton, MA 02766  
Office#: 508-226-8550 Fax#: 508-223-1403 Email: [pduffy@qualityvansales.com](mailto:pduffy@qualityvansales.com)

Manufacturer's assigned campaign number (where applicable): 12E-002

II. Identification of the Recall Population and Its Size

Complete the tables below for each item of equipment subject to notification. Additional tables may be necessary where there are more than three items subject to a notification.

Type of equipment: Modified Ford E-Series Vans
Part/Model #: Ford E-Series Vans Equipped w/ Braun Century-2 (NCL-2) and Vista-2 (NVL-2) Wheelchair Lifts
Size and Function: Transporting wheelchair clients
Inclusive dates of manufacture: 2006 - 2010
Other information necessary to describe this equipment:
Total number of these items of equipment: 472

Provide the following information as to all the items of equipment ("the recall population") identified above:

Grand total number of items of equipment in the recall population: 100%

The percentage of the recall population you estimate actually contain the defect or noncompliance: less than half of 1%

Identify and describe how the recall population was determined:

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.

Describe how the recall population is different from any similar items of equipment not subject to this notification:

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### III. Description of the Defect or Noncompliance and Chronology of Events

Describe the defect or noncompliance, including a summary and detailed description of the nature and physical location (if applicable) of the defect or noncompliance. Graphic aids should be provided where necessary.

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.

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 continual 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(s) that may precede the defect or noncompliance condition.

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.

For defects, provide a dated, chronological summary of all the principle events that were the basis for the determination that the defect is related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information such as numbers of crashes, injuries, and fatalities.

During the late summer of 2011, Braun received notice of a single complaint filed with the NHTSA. The 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 issue 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 of 2006, Braun has received 3 claims alleging injury and 1 claim alleging injury/fatality.

For noncompliances, identify the test results and other information considered in determining the existence of the noncompliance, and provide the date of each test and observation indicative of that noncompliance.

N/A

#### IV. The Remedy Program and Its Schedule

Describe the program for remedying the defect or noncompliance, including the plan for reimbursing those owners and purchasers who may have incurred costs to remedy the defect or noncompliance before receiving the manufacturer's notification concerning that defect or noncompliance. Also, include, where applicable, details with dates concerning any production remedy that was conducted or will be conducted.

Installing redesigned safety roll stops.

Provide estimated date(s) on which owner and purchaser notifications will be issued and the estimated date(s) for completion of those notifications.

Braun started notifications as of April 2012. Quality Van Sales, Inc. started notifications September 2012.

Describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

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.