



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

1200 New Jersey Avenue SE  
Washington, DC 20590

September 20, 2012

Mr. John Monteiro  
Compliance Manager  
Mobility Services, Inc.  
19-57 Steinway Street  
Astoria, NY 11105

NVS-215ET  
12V-449

**Subject:** Wheelchair Lift/Outer Roll Stop Latching Mechanism

Dear Mr. Monteiro:

This letter serves to acknowledge Mobility Services, Inc.'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:**

MOBILITY SERVICES/FORD E-150/2006-2010  
MOBILITY SERVICES/FORD E-250/2006-2010  
MOBILITY SERVICES/FORD E-350/2006-2010

**Mfr's Report Date:** September 11, 2012

**NHTSA Campaign Number:** 12V-449

**Components:**

EQUIPMENT ADAPTIVE

**Potential Number of Units Affected:** 355

**Problem Description:**

Mobility Services, Inc., (Mobility Services) is recalling certain model year 2006-2010 Ford E-150, E-250, and E-350 vehicles equipped with Century-2 and/or Vista-2 wheelchair lifts. Over time and with frequent use, the roll stop latches on the outer barrier may become bent or misaligned.

**Consequence:**

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's occupant could fall and sustain injury.

**Remedy:**

Mobility Services will notify owners, and the repairs will be performed by authorized Braun dealers free of charge. Mobility Services has not provided a notification schedule. Owners may contact Mobility Services, Inc., at 1-718-267-2921.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Mobility Services, Inc. must submit a sample of the envelope in which you intend to mail the recall notice to owners. The words "SAFETY," "RECALL," and "NOTICE," in any order, must be printed on the envelope in all capital letters, in a type larger than that used in the address section, and in a manner distinguishable from the other type in a manner other than size (for example, in a different font or color).

Please be reminded of the following requirements:

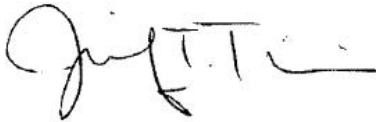
You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles. You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers.

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).

We have been informed Braun will be handling the quarterly reporting for this campaign. Please be reminded that as the vehicle manufacturer Mobility Services, Inc. is ultimately responsible for conducting an adequate safety recall campaign of its vehicles. Accordingly if Braun's safety recall campaign is not successful, the agency may require Mobility Services, Inc. to conduct a follow-up notification and conduct additional quarterly reporting.

Your contact for this recall will be Edison Thompson who may be reached by phone at 202-366-9525, or by email at [edison.thompson@dot.gov](mailto:edison.thompson@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement