

## Safety Defect and Noncompliance Report Guide for Vehicles

### PART 573 Defect and Noncompliance Report

Date: **September 5, 2012**

**This report serves as C & C Ford'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 2010 and 2011 Ford E-250 and E-350 vans and Club Wagons that had Braun wheelchair lifts installed in them by C & C Ford. C & C Ford decided that this defect existed in these vehicles on February 24, 2012.**

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

Manufacturer's corporate name: **C & C Ford**

Vehicle brand or trademark name owner(s) **Ford**

Designated Agent (imported vehicles): **N/A**

If this notification concerns a 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):

**The Braun Corporation**  
**631 W. 11<sup>th</sup> Street**  
**P. O. Box 310**  
**Winamac, IN 46996**  
**(574) 946-6153**

Name, address, e-mail, phone and fax numbers for the person(s) to whom inquires about this report should be directed:

**Mike Creasey**  
**C & C Ford**  
**P. O. Box 249**  
**103 E. 5<sup>th</sup> Street**  
**Sturgis, KY 42459**  
**Phone 270-333-2131**  
**Fax 270-333-9040**  
[mike@candcmobility.com](mailto:mike@candcmobility.com)

Manufacturer's assigned campaign number (where applicable): **N/A**

## II. Identification of the Recall Population and Its Size

Complete the tables below for each group of vehicles subject to this notification. Additional tables may be necessary where there are more than three groups subject to a notification.

Make: **Ford**

Model: **E-350 Club Wagon (15 Passenger)**

Model Year(s): **2010 and 2011**

Inclusive dates of manufacture (month and year): **Made wheelchair accessible by C & C Ford from March, 2010 through October, 2010**

Body Style/Type (for non-passenger cars):

Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of

passengers for buses): **Equipped with Braun Century Lifts, Model NCL919IB-2, Series DA, and Serial Numbers O1472 through O7184.**

Total number of these vehicles: **36**

Make: **Ford**

Model: **E-250** Model Year(s): **2010 and 2011**

Inclusive dates of manufacture (month and year): **Made wheelchair accessible by C & C Ford from April, 2010 through March 2011**

Body Style/Type (for non-passenger cars): **Regular Length Cargo Van**

Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): ): **Equipped with Braun Century Lifts, Model NCL919IB-2, Series DA, Serial Numbers O1598 through O7189.**

Total number of these vehicles: **12**

Make: **Ford**

Model: **E-250**

Model Year(s): **2010 and 2011**

Inclusive dates of manufacture (month and year): **Made wheelchair accessible by C & C Ford from April, 2012 through October, 2010**

Body Style/Type (for non-passenger cars): **Extended Length Cargo Van**

Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): ): **Equipped with Braun Century Lifts, Model NCL919IB-2, Series DA, Serial Numbers O1598 through O7189.**

Total number of these vehicles: **15**

Provide the following information as to all the groups of vehicles:

Grand total number of vehicles: **63**

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 (e.g. on what basis the recalled models were selected and how the inclusive date of manufacture were determined):

**We were notified by the Braun Corporation that based upon 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 Centruy-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 vehicles not subject to this notification:

**Vehicles being recalled have wheelchair lifts in them that have been identified as having potential roll stop defects.**

### 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 appropriate) of the defect or noncompliance. Graphic aids should be provided where necessary.

**The location of the defect is at 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.

**Ill maintenance related to damaged part replacement, or product misuse through high energy wheelchair/scooter impacts.**

Describe the safety 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 continued 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, the Braun Corporation received notice of a single complaint filed with NHTSA. This 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 issues via two Service Bulletins in April and June of 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 2006, Braun has received notice of three (3) claims alleging injury and one (1) claim alleging injury/fatality.**

#### **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.

**Please refer to The Braun Corporation's response to recall 12E002**

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

**Assuming the draft letter to each vehicle owner is approved by NHTSA, all letters will be sent the same day C & C receives approval.**

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

**N/A**

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

**Please refer to The Braun Corporation's response to recall 12E002**

