



SAFETY RECALL NOTICE

November 21, 2008

R.O. Bus & Limo
4120 Losee Road
N. Las Vegas, NV 89030
RE: Safety Recall Campaign 08V-592

Dear Elkhart Coach Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Elkhart Coach has decided that a defect which relates to motor vehicle safety exists in the wheelchair lifts of certain mid-sized buses. Specifically, Ricon Corporation, a wheelchair lift products company, has determined that a safety related noncompliance with S6.1 of the FMVSS 403 exists in public and private use wheelchair lifts manufactured by Ricon between 4/1/2005 and 10/9/2007.

! I M P O R T A N T !

- Your customer's bus contains a lift that is being recalled.
- They may call you for assistance in arranging the bus to be serviced at your facility or a Ricon facility.
- The attached list identifies customers and lift serial numbers associated with your dealership.

Why is a recall being conducted?

The non-compliance with S6.1 of the FMVSS 403 is the result of the Threshold Warning System not detecting the presence of a wheelchair or mobility aid user in a certain spot within the defined threshold area. In the event this condition occurs during passenger operations the wheelchair or mobility aid user may move toward the vehicle lift door when the lift platform is below floor level. This situation could cause personal injury.

What are we doing about the problem?

We are working with our Dealers, Ricon, and the Bus Owners to facilitate the recall process and ensure the necessary service



work is completed with minimal interruption of service. Upon notification from your end-user customer, Ricon will work with them to obtain the necessary parts and make the retrofit. If the end-user or you the Dealer are already factory trained to perform this service, the retrofit can be done at the Dealer or end-user's location. If the end-user is not factory trained to perform this service, we will arrange for the retrofit to be done at the nearest Ricon authorized service center/dealer. The lift retrofit will include removal and replacement of the TWS covers using TWS retrofit kit # 39979. We will provide all the necessary replacement parts at No Charge and will pay labor of \$37.50 for each retrofit.

What should you do?

Elkhart Coach needs your help in assisting Owners so that the wheelchair lifts can be retrofitted. We are sending notifications out to the owners with instructions to contact Ricon for the service. However, they may still need your help in arranging the required service.

Who should you contact if you have further questions or concerns?

If you have any questions concerning these procedures please contact Oscar Pardinas at Ricon Corp at (818) 267-3085 or by email at OPardinas@Wabtec.com. Or you may contact Noel Townsend at Elkhart Coach at 574-264-5179 Ext. 113.

If you have already paid to have your customer's bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, please contact Oscar Pardinas at Ricon Corp at (818) 267-3085 or by email at OPardinas@Wabtec.com.

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Elkhart Coach