

COACH

ENGINEERED LIKE NO OTHER SMALL BUS

& Equipment

STREET SMART SINCE 1895

September 12, 2008

Operations Manager
ABC Customer
123 Street

RE: **Wheel Chair Lift Equipment Safety Standard Non-Compliance
Notification #07E-095.**

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

Dear Manager:

Our records indicate that you may have one or more buses built by Coach & Equipment Manufacturing Corp. equipped with a wheelchair lift built by Ricon Corporation between April 1, 2005 and October 9, 2007, inclusive. Ricon Corporation has determined that a safety related non-compliance with Section 6.1 of the FMVSS 402 exists in these wheelchair lifts.

WHAT IS BEING RECALLED:

This recall process applies to those Coach & Equipment Phoenix buses built in model years 2005, 2006 and 2007 equipped with Ricon's 1200, 2000, and 5500 series platform lifts labeled for "DOT Public Use" and "DOT Private Use".

WHY IT IS BEING RECALLED:

The non-compliance with Section 6.1 of the FMVSS 403 is that the Threshold Warning System on the Ricon lifts in these buses may not detect 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 YOU, THE OWNER OF THE BUS, NEED TO DO:

1. Please verify the serial number on each lift that may be in question.
2. Notify Ricon Corporation that you have one or more lifts that may need repair by calling Ricon Customer Service at 1-800-322-2884. They will explain to you how and where you can have the lift(s) repaired at no cost to you.
3. Take your bus(es) to the nearest repair shop designated by Ricon for repair as soon as possible. Ricon will assist you in scheduling the service quickly.

WHAT RICON WILL DO:

Ricon Corporation will assist you in getting the lift(s) repaired quickly. Normally this will be done by an authorized Ricon repair center near you.

If you have your own maintenance and repair facilities, Ricon Corporation will work with you to obtain the necessary parts so you can make the corrective retrofit, if you prefer to have your own people do it. You will need Ricon Kit # 39979, provided at no charge.

1. Park the vehicle in a safe location
2. Locate and remove 2 bolts at the bottom of the Threshold Warning System (TWS) covers on the inboard surfaces of the right and left side base plate towers..
3. Slide the covers up to remove top cover clips from towers.
4. Remove optical sensors and retainer clips from inside the two cover assemblies.
5. Reinstall into the new TWS covers with new retainer clips provided.
6. Slide new covers over towers and reinstall the two bolts at the bottom of the towers.
7. Discard the original parts.

If your personnel are not trained to perform this service, Ricon will arrange for the retrofit to be done at the nearest Ricon authorized service center or dealer. The lift retrofit will include removal and replacement of the TWS covers using TWS retrofit kit #39979. Ricon will provide all the necessary replacement parts at no charge and will pay labor of \$37.50 for each retrofit.

If the lift is retrofitted by an authorized Ricon dealer and it is not completed within 3 business days, please notify Ricon Customer Support at the following number: (818) 267-3000.

If, after contacting the Ricon Customer Support, your inspection and/or repair is not completed in a reasonable time and without charge, you may notify:

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
Phone (888) 327-4236

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures, please contact Oscar Pardinias, Director of Business Development and Communications at Ricon Corporation at (818) 267-3085 or at OPardinias@Wabtec.com.

Sincerely,

Bryan D. Hickman
President
Coach & Equipment Manufacturing Corp.