



October 18, 2008

Customer:  
ABC Bus co.  
123 Street  
City, State, Zip Code

**RE: Safety Standard Non-Compliance Recall Notification (#08V-518)  
Threshold Warning**

Dear Customer:

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

**REASON FOR THIS RECALL**

MobilityWorks has decided that certain model year 2004-2007 (Ford E150, E250, E350, E450; Chevrolet 1500, 2500; Dodge 2500) vehicles equipped with Ricon platform style wheelchair lifts fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 404, "Platform Lift Installations in Motor Vehicles. This decision was based on information provided by the Ricon Corporation."

**WHAT WE WILL DO**

Upon notification MobilityWorks will work in conjunction with Ricon Corporation to obtain the necessary parts and make the retrofit to your lifts (s). If you are already factory trained to perform service on Ricon products, the retrofit can be performed at your location. If you are not factory trained to perform service on Ricon products, we will arrange for the retrofit to be done at the nearest Ricon authorized service center/dealer.

The lift retrofit parts and service will be completed at no charge to the end-user. Whether the repairs are done by the end-user or an authorized Ricon Dealer, Ricon will pay a \$37.50 labor charge for each retrofit. The lift retrofit will include removal and replacement of the Threshold Warning Sensor (TWS) covers using TWS retrofit kit #00002.

**WHAT YOU SHOULD DO**

Please contact Ricon customer service at (800) 322-2884 to determine if your lift is affected. Further information can be obtained by contacting [www.riconcorp.com](http://www.riconcorp.com) and clicking on "RICON THRESHOLD WARNING SYSTEM RECALL INFORMATION".

If you are an authorized Ricon repair agent, you should follow the procedures outlined below to perform modifications. If not, you should schedule your vehicle for service at your nearest Ricon authorized dealer:

**Retrofit Procedure:**

- 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 sensors into new TWS covers with new retainer clips provided.**
- 6. Slide new covers over towers and reinstall the 2 bolts at the bottom of the towers.**
- 7. Discard original parts.**

If the lift is retrofitted by an authorized Ricon dealer and it is completed within 3 business days, please notify Ricon Customer support at the toll free number listed above.

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

US-DOT – NHTSA  
Office of Defects Investigation  
Recall Management / W46-437  
1200 New Jersey Ave., SE  
Washington, D.C. 20590  
Phone (202) 493-0481  
Fax (202) 366-7882

If you have any questions concerning these procedures please contact Ricon Customer Service at (800) 322- 2884 or by email at [OPardinas@Wabtec.com](mailto:OPardinas@Wabtec.com).

Sincerely,



Dennis Summers  
Vice President Operations  
MobilityWorks

**1090 W. Wilbeth Road, Akron, OH 44314**  
**(330) 861-1118- phone ◊ (800) 769-8267 – toll free ◊ (330) 861-0281 - fax**