

SAMPLE OWNER NOTIFICATION LETTER

SAFETY RECALL NOTICE

Dear Startrans Dealer:

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

RICON Corporation has decided that a defect which relates to motor vehicle safety exists in RICON "S" Series and "K" Series Lifts.

! IMPORTANT !

- Your RICON Lift is being recalled
- You should contact any customers who may be affected by this safety recall.

Why is a recall being conducted?

Pursuant to Ricon Corporation's instructions and in accordance with their recall #07E-097, the threshold warning system may not activate when a certain point on the threshold area is encroached.

What are we doing about the problem?

Making all of our end user customers aware of the problem and providing the information essential to getting each vehicle repaired by and Authorized RICON Factory Representative.

What should you do?

Provide all contact information to the vehicle end user so they can contact RICON for service.

What if you no longer own this [identify item]?

Please provide any information available that you have to locate this vehicle to: Startrans Bus Corp. at:
2592 E. Kercher Road Goshen, IN 46528
Phone: 877-258-1391 Ext. 337

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

Mark A. Barczak Startrans Bus Corp.
2592 E. Kercher Road Goshen, IN 46528
Phone: 877-258-1391 Ext. 337

If you have already paid to have your RICON 'S' or 'K' Series Lift 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, contact Startrans Bus Corp.

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,

Startrans Bus Corporation
2592 E. Kercher Road Goshen, IN
46528

Phone: 877-258-1391 Ext. 337

Fax: (574)642-4108