

MANUFACTURER LETTERHEAD

Date: _____

Address: _____

RE: Safety Standard Non-Compliance Recall Notification (Ricon # 07E-095 & 07E-097)

Dear Customer,

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

MFG has decided that certain model year xxxx, (names of models) vehicles manufactured between March and December 2006 and equipped with Ricon 2000 and 5500 series platform lifts fail to conform to Federal Motor Vehicle Safety Standard No. 404, "Platform Lift Installations in Motor Vehicles."

Our records show that you own a vehicle concerned by this recall.

What the safety Issue is:

The potential non-compliance is the result of the inner barrier interlock switch system in the lift base plate not detecting the presence of a passenger (either wheelchair or standee) on the inner barrier and allowing the platform to move down more than one inch below floor level while occupied. In the event of a malfunction, a wheelchair passenger could be flipped backward onto the platform from the bus floor, or a standee on the platform could lose his or her balance and fall or trip. Either condition could cause personal injury.

What we are asking you to do:

Please examine the serial number of the lift in your vehicle and compare it to those numbers enclosed with this notice. If the serial number of the lift on your vehicle is one listed, please contact Ricon toll-free at 1-800-322-2884 for guidance on how to correct the non-compliance.

What Ricon Corporation will do:

They will help you locate and correct the source of interference or other problems with the inner barrier interlock switch as quickly as possible. If you have employees that are already factory trained to perform this service, the repairs can be done at your location. If you do not have anyone to perform this service, Ricon will arrange for the repairs to be done at the nearest Ricon authorized service center /dealer. In some cases, they may have these repairs performed by Ricon Corp. personnel.

If the lift is inspected and /or repaired by an authorized Ricon dealer and it is not completed within 3 business days, please notify Ricon Customer Support at the toll free number listed above.

If you have had your vehicle repaired prior to receipt of this notice, you may be entitled to reimbursement if you incurred any out of pocket cost due to this matter. For further information, please contact us at the number listed above.

Should Ricon Corporation fail or be unable to remedy the situation without charge, you may contact: MFG Warranty department at XXX-XXX-XXXX.

Should MFG fail or be unable to remedy the situation without charge, you may contact:

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.,

Washington, DC 20590

Or call the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Changed address or sold the vehicle?

If you have changed address, or have sold the vehicle, please complete the last section of this letter, sign and date it then return to MFG so we can update our records. Our fax number is XXX-XXX-XXXX. The information you provide will be used to notify the new owner about this recall. If you have leased this vehicle to another person or organization, you must forward this letter to the lessee within 10 days.