Quality Vans
Commercial Specialty Mobility

"Putting Your World On Wheels" Since 1974

SAFETY RECALL NOTICE

07-30-2009

Quality Vans customer

RE: Safety Standard Non-Compliance Recall Notification (Ricon # 07E-095 and Ricon #07E-097)
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ricon Wheelchair Lift Serial # / Model # - [ ]

Dear Quality vans customer

Quality Vans has decided that certain make, model, model year wheel chair lift fail to conform to Federal Motor Vehicle Safety Standard No. 403, "Platform Lift System Accessible for Motor Vehicles," and Federal Motor Vehicle Safety Standard No. 404, "Platform Lift Installations on Motor Vehicles." Our records show that you may have one or more vehicles built or altered by Quality Vans that has 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 403 and 404 exists in these wheelchair lifts.

! I M P O R T A N T !

➢ Your Ricon Wheelchair Lift is being recalled

➢ Contact Quality Vans or the Ricon Corporation immediately

WHAT IS BEING RECALLED:
This recall process applies to the "Threshold Warning System" only on Ricon's "1200, 2000 and 5500" series platform lifts labeled for "DOT Public Use" and "DOT Private Use". It does not apply to other Ricon products.

WHY IS IT BEING RECALLED:
The non-compliance with S6.1 of the FMVSS 404 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.

WHY IS IT BEING RECALLED:
The non-compliance with S6.10.2.3 of the FMVSS 403 is the result of the Anti Stow Interlock System not detecting the presence of a 50lb test weight on the platform operating volume. In the event this condition occurs during passenger operations it may be possible for the lift platform to begin stowing while a wheelchair or mobility aid user is still occupying the area of the platform close to the pivot point on the platform. This situation could cause personal injury.

WHAT YOU AS THE OWNER SHOULD DO:

Immediately contact the Ricon Corporation to be directed to the nearest Ricon dealer or repair agent. You can do so by calling Ricon Customer Service at (800)322-2884, emailing at www.Marketing@riconcorp.com or you can locate the nearest servicing dealer using the Ricon Dealer Locator on the Ricon website – www.riconcorp.com

WHAT WE WILL DO:
Quality Vans, in cooperation with Ricon, will direct you the nearest servicing Ricon dealer that will repair the non-compliance at no cost to you. If the lift is repaired or retrofitted 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 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.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact Ricon Customer Service at (800)322-2884 or by email at Marketing@riconcorp.com. You may also contact Quality Vans at 480-464-7007 or email , lee@qualityvans.com with any questions or concerns.

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

Sincerely,

Lee Miller

Quality vans