



DATE: April 2010

TO: Micro Bird Distributors

SUBJECT: Recall # 10-037-RIU (**NHTSA 10V-123**)
Wheelchair lifts –“UP” button

FROM: Valérie Fortin, Regulations and Standards Technician, Micro Bird

Please find enclosed a copy of the notification letter we will mail to our end users in the next days regarding Micro Bird recall # 10-037-RIU:

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

Micro Bird has decided that a non compliance which relates to motor vehicle safety exists in 2009 through 2010 Girardin Minibus and Micro Bird G5 and MBII fitted with Ricon Public use S and K Series wheelchair lifts. Our records show that you own the vehicle (s) with the vehicle identification number shown above (or on the reply sheet).

The safety issue is:

As with all other Ricon lifts, this lift was designed to stop automatically when the operator runs it from the ground level to the vehicle floor level, as long as the operator continues to depress the “UP” button until the lift stops on its own. If, however, the operator releases the “UP” button while the lift is still moving, the lift may continue to move and eventually initiate stowage, which could tilt the platform prematurely. Though this condition is remote, operating the lift in a manner other than specified in the instructions can be considered a form of misuse that is foreseeable. Accordingly, we are designing a software solution, which we expect will be available soon. In most cases, this solution, will involve a simple, remote software upload process that will be handled by your nearest authorized Ricon agent, and should take just a few minutes. In the meantime, Ricon seeks your support to raise awareness of this potential misuse by making sure that your operators are trained properly to continue to depress the “UP” button until the lift stops on its own, as specified in the Operator’s Manual. This situation could cause personal injury.

What we are asking you to do:

Please follow Ricon Corporation instructions below for the vehicle (s) affected by this recall still in your inventory.

Immediately instruct your drivers/operators to hold down the function buttons until the function is complete and the lift has come to a stop on its own. This procedure is contained in the Operator’s Manual and should become part of your standard operating instructions for using the Ricon wheelchair lift. Ricon will provide you with a bulletin outlining proper wheelchair lift operation and will ship you a DVD-based training aid to promote proper lift operation. All materials are available by calling Ricon Customer Service at (800)322-2884, or by emailing Daniel Mata, Recall Coordinator, at www.DMata@wabtec.com or you can locate the nearest servicing dealer using the Ricon Dealer Locator on the Ricon website – www.riconcorp.com



WHAT RICON CORPORATION WILL DO:

Ricon will provide you a bulletin outlining proper wheelchair lift operation and will ship you a DVD-based training aid to promote proper lift operation. When the software solution is available, you will once again be notified by Ricon so that you may take your vehicle to their nearest servicing Ricon dealer for the software update. 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, extension 3374 to speak to our Recall Coordinator, Daniel Mata, or by email at DMata@wabtec.com.

If, after contacting the authorized dealer and Ricon Customer Support, your repair is not completed in a reasonable time and without charge you may contact: Micro Bird at 819 477-2012 Ext: 428.

Should Micro Bird fail or is unable to remedy the situation without charge, you may contact:

Associate Administrator for Enforcement Administrator,
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590
Phone (888) 327-4236 (TTY: 800-424-9153); or go to <http://www.safercar.gov>

A list of the involved vehicles is enclosed. If some have been sold & are not registered yet, please register them as soon as possible.

Dealers are required to have their units in inventory modified/repaired before delivering to the final owner.

Questions regarding this recall campaign should be directed to me at (819) 477-2012 extension 428. We regret any inconvenience this may cause.