



Ricon Corporation  
A Division of Vapor Bus International  
7900 Nelson Road  
Panorama City, CA 91402

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[www.Wabtec.com](http://www.Wabtec.com)

## OEM/DRAFT

February 1, 2010

DEALER # 148470  
COACH & EQUIPMENT  
P.O. BOX 36  
PENN YAN , NY 14527-0036

RE: Voluntary Service Campaign to Inspect, and Repair a Defect associated with Bent Vertical Arms on Ricon S and K 5500 Series Wheelchair Lifts

Dear Recall Manager,

Ricon Corp. requests your immediate assistance in notifying your customers about a potential design defect in certain wheelchair lift products built between March 2005 and March 2007, inclusive. Ricon Corporation has determined that a design defect may cause damage to the wheelchair lift. This defect is not deemed to cause harm or injury, but may hamper the ability to remove passengers during normal operation of the wheelchair lift or in case of an emergency.

**WE ASK FOR YOUR HELP IN NOTIFYING YOUR CUSTOMERS AND ASSISTANCE IN CONDUCTING THIS SERVICE CAMPAIGN:** According to our records, affected units were installed as original equipment on vehicles at your facility. NHTSA may contact you to ensure completion of the notification process. You may contact NHTSA with questions by sending an email to Bruce.York@dot.gov.

We are prepared to assist you in notifying your customers of this Service Campaign. If you choose to send out your own notifications, we have attached samples of a dealer service bulletin and a sample letter to owners of potentially affected vehicles, along with a corresponding owner reply form, which should facilitate your notification to dealers and owners of the Service Campaign and the required repairs and service procedures.

**IMPORTANT:** Dealer notification should be made using Certified Mail. Responsible dealership personnel should be instructed to sign for this Certified mail without hesitation as it contains important Service Campaign information. Notifications to owners of potentially affected vehicles are by first class mail.

**IMPORTANT:** Some of the vehicles affected may still be in your inventory. Please complete the Service Campaign prior to delivery. Ricon Corp. will provide replacement or repair for these units prior to delivery to your customers.

NHTSA – Vertical Arm Service Campaign

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### **WHAT IS INCLUDED IN THE SERVICE CAMPAIGN:**

This Service Campaign applies to all S and K 5500 Series lifts platform built between March 2005 and November 2007, in the serial number range between 183788 and 212952, labeled for "DOT Public Use". It does not apply to other Ricon products.

### **WHY WE ARE PERFORMING A SERVICE CAMPAIGN:**

The S and K 5500 Series lifts were introduced in early 2005. Early units were shipped with a cylinder assembly that has a stroke longer than the limits of the lift. Under certain conditions, this long stroke will stress the vertical arms and fail the weld or the material near the upper pin joint of the vertical arm.

Failure to correct this condition will result in progressive bending of the vertical arm, which eventually over a period of time will completely disable the lift.

There are several groupings of affected lifts, each of which requiring a different remedy:

Group 1 (S & K 5500 Series) - Serial numbers from 183788 to 196013 and produced between March 2005 and March 2006, inclusive, have the long cylinders and do not have the black plastic baseplate guides.

Group 2 – (S & K 5500 Series) Serial number 196014 to 212953 and produced between April 2006 and March 2007 inclusive, have the long cylinder but already have the black plastic baseplate guides installed.

Group 3 – (K 5500 Series) within the range of 183788 through 212953 produced between March 2005 and March 2007, inclusive, require the addition of a Platform Link Stop.

For the purpose of these remedies, K 5500 Series lifts are part of all 3 groups.

### **WHAT YOU AS THE OEM/INSTALLER NEED TO DO:**

If you are performing the prescribed repairs, verify that the lift(s) meet the date and serial number range criteria. Inspect the Ricon S and K 5500 Series lift using the procedure 32ii438A attached. If you find that the arm(s) are bent, Ricon will replace, the arm(s), free of charge, under an extension of our customary warranty. The warranty extension period for bent arm replacement will end 120 days after your notification postmark.



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**THE DEFECT IS NOT CORRECTED BY REPLACING THE ARMS ALONE. THE LIFT DEFECT MUST ALSO BE REMEDIED AS DISCUSSED BELOW:**

If you have an S or K Lift that falls into this population but does not have bent arms, you must apply the appropriate remedy, as listed below to prevent bent arms in the future.

Ricon will supply remedies consistent with the model, serial number, and manufacturing date of the lift, as specified above.

Remedy 1 - For all S and K lifts described above in Group 1, Ricon will provide kits number 35708 (Black Plastic Baseplate Guides) and kit number 38350 (Cylinder Limit Spacers). Ricon will pay the installer \$45 per lift to install these kits.

Remedy 2 - For all S and K lifts described above in Group 2, Ricon will provide kit number 38350 (Cylinder Limit Spacers). Ricon will pay the installer \$30 per lift to install this kit.

Remedy 3 - For all K-Series lifts described above in Group 3, Ricon will provide kit number 42591 (Platform Link Stops). Ricon will pay an additional \$15.00 per lift to install the platform link stops. This kit and payment is in addition to the kits identified in Remedies 1 and 2.

Ricon has enclosed a complete list of the lifts you purchased that were manufactured during the specified time period. This information will help you identify your end-user customers.

**WHAT RICON CORPORATION WILL DO:**

Upon notification from your end-user customer, Ricon will work with them to make the necessary repairs. If the end-user is already factory trained to perform service on Ricon products, the necessary kits will be sent to the end-user. If the end-user is not factory trained to perform service on Ricon products, we will arrange for the repairs to be done at the nearest Ricon authorized service center/dealer.

The lift remedies 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 the rates quoted above.

If the lift is 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 below. 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 [Bruce.York@dot.gov](mailto:Bruce.York@dot.gov).



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Ricon Corp. will take responsibility for compiling and submitting required "Quarterly Reports" to NHTSA covering end-user inspection or repairs upon receipt of the customer (end-user) contact information from each OEM.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact Ricon's Customer Service at (800)322-2884 or email Daniel Mata directly at DMata@Wabtec.com.

Sincerely,

A handwritten signature in black ink, appearing to read "O.P.", with a long horizontal flourish extending to the right.

Oscar Pardinás  
Vice President Sales and Marketing  
Ricon Corp.