



**Diamond Coach Corporation**  
2300 West 4<sup>th</sup> St  
PO Box 489  
Oswego, Ks 67356

March 15, 2010

Subject: Diamond Coach Recall RIC-10-1, NHTSA Campaign Number 09E-061 (Ricon recall number)

Dear Diamond Coach Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Diamond Coach Corporation has decided that a defect which relates to motor vehicle safety exists in model year 2009 VIP coaches fitted with "Ricon DOT Public Use, L-Model S and K Series wheelchair lifts manufactured between October 2007 to December 18, 2009, with serial Numbers in the range between 227703 and 252585.

The safety defect is the result of a software issue which allows the lift to automatically stow if the operator releases the "UP" button before the lift is fully up. The user of the lift could be injured should the lift move unintentionally.

Ricon will provide all affected customers a bulletin outlining proper wheelchair lift operation and will ship them a DVD-based training aid to promote proper lift operation.

A software solution will be available soon to fix this issue. When the software solution is available, all customers will once again be notified by Ricon so that they may take their vehicle to their nearest servicing Ricon dealer for the software update.

This Diamond Coach recall instructs you, the owner, to contact Ricon Corporation at your earliest convenience to remedy this issue. If you had this repair performed before you received the Ricon letters, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

Please contact Ricon to remedy these issues. Be sure to mention Ricon Recall numbers 09E-061.

**Ricon Corporation – 800-322-2884**

Daniel Mata – Recall Coordinator – ex 3374

\*\*\*If, after contacting Ricon Corporation, your inspection and/or repair is not completed in a reasonable time and WITHOUT CHARGE you may notify:

Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, D.C. 20590  
888-327-4236 (TTY:1-800-424-9153) or [www.safercar.gov](http://www.safercar.gov)

If any other assistance is needed for these issues, feel free to contact Diamond Coach at 1-800-442-4645

Extension 14 – Will Tucker – Engineering Manager

Extension 21 – Jimmy Jarman – Customer Service/Warranty Administrator

Sincerely,

Dick Seybolt  
President / CEO  
Diamond Coach Corporation