



SAFETY RECALL NOTICE

August 6, 2010

[End User]

RE: Safety Standard Non-Compliance Recall Notification **10V-171 / 09E-060**

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

Affected S/N:

Affected Model #:

Affected Make/Model/VIN:

Dear Sprinter Owner,

Daimler Buses of North America has decided that a defect which relates to motor vehicle safety exists in the Ricon wheelchair lift installed in your vehicle.

! I M P O R T A N T !

- Your Ricon Wheelchair Lift is being recalled
- Contact Ricon Corporation immediately, See the attached FAXBack form for your local Ricon Dealer.

WHAT IS BEING RECALLED:

This recall applies to all DOT Public Use lift manufactured from December 1, 2007 to December 18, 2009 equipped with a restraint belt.



WHY IS IT BEING RECALLED:

The restraint belt on these lifts was designed to prevent the lift from moving, unless the tongue of the belt is fully engaged and latched in the buckle. We have discovered, however, that it is possible for the operator to insert the belt tongue into the buckle without fully engaging the latching mechanism. In this case, the restraint belt would appear to be latched, and the operator could run the lift.

If the restraint belt tongue is not fully engaged into the restraint belt buckle, and latched, the lift may operate with an occupant on the platform. Though it is incumbent on the operator to ensure that the belt is fully engaged and latched, failure to check this is within the realm of foreseeable misuse. This situation could cause personal injury.

WHAT YOU AS THE OWNER SHOULD DO:

Immediately instruct your drivers/operators to listen for the audible “Click” and subsequently “Tug” on the belt to ensure proper engagement and latching. This procedure is contained in the Operator’s Manual and should become part of your standard operating instructions for using the Ricon wheelchair lift.

Contact the Ricon Corporation and we will send you a warning decal and training aids. You can choose to have Ricon provide you with the warning decals directly or you can ask 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.dmata@wabtec.com or you can locate the nearest servicing dealer using the Ricon Dealer Locator on the Ricon website – www.riconcorp.com

After the work has been completed, complete the FAXBack form (included) by providing the date that buses have been corrected and the Lift serial number. Fax this form to BOTH Daimler Buses North America (336-878-5410) and Ricon (818-267-3001).

WHAT RICON CORPORATION WILL DO:

Ricon will ship you a warning decal and a DVD-based training aid to promote the “Click and Tug” campaign. Ricon will provide instruction on how to apply it to your Ricon wheelchair lift. You may also choose to have your nearest servicing Ricon dealer apply the decal at no cost to you. Ricon may provide another point of use materials to raise the awareness of “Click and Tug”. 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.

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

Sincerely,

A handwritten signature in black ink, appearing to be "OP" followed by a flourish.

Oscar Pardin
Vice President - Sales and Marketing
Ricon Corp.
On behalf of
Daimler Buses North Carolina

Joe Labonte
Product Safety and Compliance Officer
Daimler Buses North America
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Mississauga, Ontario L5J 4T8

SPRINTER