

MAIN MOBILITY

9580 Main Street • Clarence, NY 14031 • Phone: (716) 759-6811 • Fax: (716) 759-6812

SAFETY RECALL NOTICE

May 7, 2010

«Company_Name»

«Company_Address_1»

«Company_Address_2»

«Company_City», «Company_State» «Company_Zip»

RE: Safety Standard Non-Compliance Recall Notification 10V-001, (Ricon # 09E-061)

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

«Year» «Make» «Model»

VIN: «VIN»

Ricon Wheelchair Lift Model «Lift_Model», Serial # «Lift_Serial»

Dear «Company_Name»:

Main Mobility, Inc. has decided that certain 2008/2009 Chevrolet Express/GMC SAVANA vans fail to conform to Federal Motor Vehicle Safety Standard No. 408/409, "Platform lift systems for motor vehicles". Our records show that you may have one or more buses built or altered by Main Mobility, Inc. that has a wheelchair lift built by Ricon Corporation between October, 2010 and now, inclusive. Ricon Corporation has determined that a safety related non-compliance with Section 6.10.2.3 of the FMVSS 403 exists in these wheelchair lifts.

!!!!IMPORTANT!!!

- Your Ricon Wheelchair Lift is being recalled
- Contact Main Mobility, Inc. or The Ricon Corporation immediately

WHAT IS BEING RECALLED:

This recall applies to all 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 model designation can be identified as follows:

DOT Public Use - SXXXX-LXXXXXXXXX

DOT Public Use - KXXXX-LXXXXXXXXX

WHY IS IT BEING RECALLED:

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 the nearest authorized Ricon agent, and should take just a few minutes. 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, or you can locate the nearest servicing dealer using the Ricon Dealer Locator on the Ricon website – www.riconcorp.com. You may also call Main Mobility, Inc. for assistance in locating the nearest Ricon dealer or repair agent.

WHAT MAIN MOBILITY, INC. WILL DO:

Main Mobility, Inc., 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.

WHAT RICON CORPORATION WILL DO:

Ricon will provide your customers a bulletin outlining proper wheelchair lift operation and will ship them a DVD-based training aid to promote proper lift operation. When the software solution is available, you will once again be notified by Main Mobility, Inc. or Ricon so that you may take your vehicle to their nearest servicing Ricon dealer for the software update.

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. You may also contact Main Mobility, Inc. at 866-759-6811 or tmcgraw@mainmobility.com with any questions or concerns.

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

Sincerely,

Thomas McGraw
General Manager
Main Mobility, Inc.