

SAFETY RECALL NOTICE

[Date]

END USER - DRAFT

[End User]

RE: Eldorado National - Kansas Safety Standard Non-Compliance Recall Notification 10V-xxx
Ricon Safety Standard Non-Compliance Recall Notification 09E-061

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

Dear [End User]:

Eldorado National - Kansas 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

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 Dec XX, 2009, with serial numbers in the range between XXX and XXXX. The model designation can be identified as follows:

DOT Public Use - SXXXX-LXXXXXXXXXX

DOT Public Use - KXXXX-LXXXXXXXXXX

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



Thor Industries Commercial Bus Division



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 YOU AS THE OWNER SHOULD DO:

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.



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 read "Oscar Pardinás".

Oscar Pardinás
Vice President - Sales and Marketing
Ricon Corp.
On behalf of
Eldorado National - Kansas