

Kevin Walker

From: SSaucier@Wabtec.com
Sent: Monday, January 14, 2013 2:02 AM
To: kevin.walker@startransbus.com
Cc: becky.boyd@startransbus.com; rod.cook@startransbus.com
Subject: Ricon Armored Pendant Cord Recall
Attachments: S&K SN combined - Supreme 01112013.xlsx

Thank of Fine

Good Evening Mr. Walker:

I apologize in advance for the inconvenience but Ricon has had a small data issue that has taken some time to correct.

The impact of the data issue is such that the quantity of units Ricon originally indicated as sold to Supreme/Star Trans (1,243) was incorrect. After correcting our data issue, we have found the correct affected quantity sold to Supreme / Star Trans to be 1,889. The corrected quantity is reflected in the attached spread sheet.

Additionally, please note that Ricon is prepared to execute the customer mailing for Coach & Equipment. To do so, we would need a copy of Supreme / Star Trans' customer notification letter on Supreme / Star Trans' letterhead in MS Word format and an Excel file containing the customer's to whom Supreme / Star Trans sold the units to. Please let me know if this is of interest to you.

Finally, I apologize for the inconvenience associated with this recall.

Kind Regards,

Stanton D. Saucier, PE
VP-Marketing and Product Planning
Ricon Corp.
A Wabtec Company

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1/16/13

Kevin Walker

From: SSaucier@Wabtec.com
Sent: Tuesday, January 15, 2013 2:21 AM
To: kevin.walker@startransbus.com
Subject: RE: Ricon Armored Pendant Cord Recall
Attachments: Sample Armored Cord - End user 01112013.docx; Armored Cord - Supreme 01112013.pdf; FMI 751-056 Rev 004 Power Lug Cover Installation.pdf

1) CONTACT Kelly @ NITSA
 2) Copy Rod / Becky
 John / Roma

Hi Kevin:

Pursuant to our phone conversation earlier today, attached is a pdf copy of the revised OEM notification letter and the sample OEM letter.

Also included is a copy of the instructions for the remedy.

Please let me know if you have any questions or need anything further.

Regards,

Stan

From: Saucier, Stanton
Sent: Sunday, January 13, 2013 11:02 PM
To: 'kevin.walker@startransbus.com'
Cc: 'becky.boyd@startransbus.com'; 'rod.cook@startransbus.com'
Subject: Ricon Armored Pendant Cord Recall

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