



VEHICLE DEFECT DEALER NOTIFICATION LETTER NHTSA RECALL #14V-729

Dear Starcraft Bus Dealer:

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

REASON FOR THIS RECALL

Starcraft Bus has determined that a defect which relates to motor vehicles safety exists in certain 2006-2012 Xpress, Starquest, Starlite, Allstar, Allstar XL, MVP, Ultrastar, and XLT model vehicles equipped with Ricon S-series wheel chair lifts. The platforms included on the subject S-Series model wheelchair lifts can exhibit cracking of the platform side plate while in the stowed position which, if left unchecked, can propagate to the point where separation of the rear portion of the side plate occurs rendering the lift potentially inoperable and possibly unsafe for the operator. Ricon Public Use, "S" 2000 and 5500 Series lifts equipped with platforms measuring 32"x51" and 34"x54". The affected population is comprised of six (6) primary model numbers:

S2005-XXXXXXXX
S2010-XXXXXXXX
S5005-XXXXXXXX
S5010-XXXXXXXX
S5505-XXXXXXXX
S5510-XXXXXXXX

WHAT YOU SHOULD DO

Immediately locate and inspect the affected unit(s) in your fleet. The cracks are visible and can be detected during routine checks as outlined in the maintenance manual for the lift.

Ricon will supply a supplemental platform support bumper kit at no charge. The bumpers are fitted to the upper parallel arms and engage the sides of the platform when it is fully stowed. By limiting the amplitude through which the platform is allowed to oscillate, the load transferred through the structure at the pivot plate is significantly reduced such that mechanism that precipitates the cracks cannot occur. Any platforms wherein a crack has begun to propagate, Ricon will replace the platform.

Any unit in the field that is not cracked is acceptable to use. The aforementioned bumper kit is recommended to ensure that the platform pivot plates do not crack in the future.

Assistance can be provided by calling Ricon Customer Service at (800) 322-2884, or by emailing Ricon's administrator, Louis Ballote, at lballote@wabtec.com or by locating the nearest Ricon servicing dealer using the locator on the Ricon website-www.riconcorp.com. You may also call Starcraft Bus Customer Service at (800) 348-7440 or email at starcraftwarranty@forestriverinc.com.

WHAT WE WILL DO

Starcraft Bus will work with Ricon on resolution of any defective product. If after attempting to have your vehicle repaired you believe that you have not been able to have your vehicle remedied within a reasonable amount of time, you may submit a complaint to the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123).

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

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