



Division of Independent Protection Co., Inc.
67819 State Road 15
New Paris, Indiana USA 46553



IMPORTANT SAFETY RECALL

June 10, 2014



VIN: [REDACTED] Turtle Top Body No. [REDACTED] Ricon Lift Serial Number: [REDACTED]
VIN: [REDACTED] Turtle Top Body No. [REDACTED] Ricon Lift Serial Number: [REDACTED]

RE: Turtle Top Safety Defect Recall 14V-241
Ricon Corporation Safety Defect Recall 14E-010

Dear Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Turtle Top has decided that a defect which relates to motor vehicle safety exists in the Ricon wheelchair lift installed in your vehicle.

! IMPORTANT !

- Your Ricon Wheelchair Lift is being recalled
- Contact Ricon Corporation immediately

WHAT IS BEING RECALLED:

This recall applies to all Ricon DOT S Series or K Series Public Use Platform (Wheelchair) Lifts manufactured after August 1, 2006 equipped with an optional armored cord on the hand held control pendant.

All affected model numbers end with a "B" in the model designation. The character in this position of the model number indicates that the unit is equipped with an optional armored pendant cord. Models are identified as follows:

S2003-XXXXXXXXB	K2005-XXXXXXXXB
S2005-XXXXXXXXB	K2005-XXXXXXXX3
S2010-XXXXXXXXB	K2010-XXXXXXXXB
S2010-XXXXXXXX3	K5505-XXXXXXXXB
S5505-XXXXXXXXB	K5505-XXXXXXXX3
S5505-XXXXXXXX3	K5510-XXXXXXXXB
S5510-XXXXXXXXB	K5510-XXXXXXXX3

Please note that this recall is a continuation of Turtle Top vehicle recall campaign number 13V-263 and Ricon equipment recall numbers 12E-038 and 13E-001 for the same issue (September 2013). Your fleet already had vehicles in the previous recall campaign. To date, if those vehicles have not been inspected and remedied with Ricon's correction, Turtle Top and Ricon greatly suggest your organization inspect those vehicles equipped with a Ricon wheelchair lift and armored pendant cable and contact Ricon for remedy repair kits.

Phone: 574 831-4340
Fax: 574 831-4349
E-mail: ttsp@turtletop.com
Website: www.turtletop.com



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WHY IS IT BEING RECALLED:

The affected lifts are equipped with a hand held pendant control whereupon the cord is protected by a flexible steel conduit (an armored pendant cable) and an external power lug at the base of the hydraulic pump. In the event the lift is installed such that the armored pendant cable is not managed to be kept clear of the wheelchair lift, and the protective elastomeric cover is either omitted or improperly installed, the armored pendant cable may contact the power lug resulting in a high current short circuit and the possibility of fire causing damage to property and/or injury.

WHAT YOU NEED TO DO:

Immediately locate and inspect your vehicle's lift and pendant. If the pendant has been replaced such that the lift is no longer equipped with an armored pendant cord, no further action is necessary.

If the armored pendant cord is present, make sure the cord is managed so that the cord does not contact the lift and make sure that the protective elastomeric power lug cover shipped with the lift is properly installed. Contact Ricon for supplemental cover kit and instructions.

Materials are available by calling Ricon Customer Service at (800)322-2884 or by e-mailing Ricon at customerservice@riconcorp.com or by locating the nearest Ricon servicing dealer using the locator on the Ricon website: www.riconcorp.com. You will need your lift's serial number to order repair parts from Ricon.

WHAT RICON CORPORATION WILL DO:

Ricon will provide materials and will ship the needed parts along with the instructions directly to you at no charge to you. If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied 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.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have paid to remedy this issue prior to the recall notification, you may be eligible for a refund. To obtain information on a refund, contact Ricon Corporation.

Thank you for your attention to this important matter. We apologize for any inconvenience this safety recall may cause. Your safety is Turtle Top's and Ricon's primary concern.

Sincerely,

Janet L. Kercher-Dudley
Standards Engineer
Turtle Top

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