

Eldorado National - Kansas

Important Safety Recall Notice

NHTSA Recall No. 14V-269

Dear Customer:

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

Eldorado National decided that a defect which relates to motor vehicle safety exists in certain *Aerotech* buses manufactured between February 2013 and February 2014 that have Ricon Corporation wheelchair lifts installed.

The vehicles subject to this recall campaign were manufactured with the defective wheelchair lifts. Ricon has decided that the affected lifts are equipped with a hand held pendant control where upon 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 possibly resulting in a fire.

What We Will Do

Eldorado National in cooperation with Ricon will provide owners of all affected wheelchair lifts a rework for the potential defect at no charge for parts or labor.

What You Should Do

Please refer to the attached letter from Ricon. Immediately locate and inspect the affected unit(s) in your fleet. If the pendant has already been replaced such that the lift is no longer equipped with an armored pendant cord, no further action is necessary.

If your local operating requirements mandate the armored pendant cord, make sure the cord is managed so that the cord does not contact the lift, make sure that the protective, elastomeric cover shipped with the lift is properly installed and contact Ricon for supplemental cover kit.

If your local operating requirements DO NOT mandate the armored pendant cord, you may replace the pendant with one equipped with a nonconductive, coiled cord. Ricon will provide a supplemental power lug elastomeric cover kit at no charge.

Materials are available by calling Ricon Customer Service at (800) 322-2884, or by emailing Ricon's Recall Coordinator, at recall.admin@wabtec.com or by locating the nearest Ricon servicing dealer using the locator on the Ricon website – www.riconcorp.com. If you experience trouble in locating a dealer, please contact Eldorado National at 785-827-1033.



Ricon Corporation
A Wabtec Company
7900 Nelson Road
Panorama City, CA 91402

Phone: 818.267.3000
Fax: 818.267.3001
www.Riconcorp.com

IMPORTANT SAFETY RECALL NOTICE

OEM/DEALER

04-24-14

ELDORADO NATIONAL (KANSAS), INC

RE: Safety Standard Recall Notification 14E-010

Dear [REDACTED]:

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

! I M P O R T A N T !

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

WHAT IS BEING RECALLED:

Though several wheelchair lift variants were addressed in Ricon's Part 573 Reports of September 2012 (recall 12E-038) and January 2013 (recall 13E-001), some were missed such that a population of units was shipped with the incorrect pendant. Of the 7,485 S&K Series units produced in 2013, 356 units were produced with the old pendant design.

Accordingly, this recall applies to 356 Ricon DOT Public Use, S and K Series wheelchair lifts manufactured in 2013 and up to January 4, 2014, equipped with the optional armored cord on the hand held control pendant. A revised list of affected serial numbers, corresponding order numbers and ship dates of affected units sold to your company is attached.

WHY IS IT BEING RECALLED:

The affected lifts are equipped with a hand held pendant control where upon 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 power lug 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.



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WHAT YOU AS THE [OEM][DEALER] SHOULD DO:

You Must Notify NHTSA & Conduct a Safety Recall: According to our records, affected units were purchased by your company. If those units were installed as original equipment on vehicles manufactured by your company, your company must notify the National Highway Traffic Safety Administration (NHTSA) by submitting a Part 573 Report to NHTSA within 5 business days and conduct a safety recall of those vehicles. It is critical that the NHTSA guidelines are followed in a timely manner and that your customers are notified of the potential hazard. You may contact the NHTSA with questions by sending an email to rmd.odi@dot.gov.

To help you comply with your obligation to issue a safety recall of the vehicles that contain an affected Ricon DOT Public Use lift equipped with the optional armored pendant cord, we have attached copies of a sample letter to owners of potentially affected vehicles, which should facilitate your notification to dealers and owners of the recalled equipment and the required repairs and service procedures. Although we have provided these samples to you for your convenience, you must submit drafts of your version of these notices to NHTSA for approval at least 5 days prior to mailing such notification to dealers and owners of potentially affected Ricon lifts.

Important: Dealer notification by Certified Mail is required by Federal law for all safety recalls. Responsible dealership personnel should be instructed to sign for this Certified mail without hesitation as it contains urgent safety recall information. Notification of owners of potentially affected vehicles is to be by first class mail. Please be advised that the outside of each envelope containing an owner notification letter must be marked "SAFETY RECALL NOTICE" all in capital letters, either in boldface or underlined, and in type that is larger than that used in the address section. A sample of the envelope must be submitted to NHTSA for approval at least 5 business days before mailing to owners.

IMPORTANT: Some of the vehicles affected may still be in your inventory. Federal law requires you to complete the recall service on these vehicles before delivery. Ricon will provide replacement parts and/or repair instructions for these units prior to delivery to your customers.

Ricon is prepared to assist you with all the materials, the mailings and reporting requirements of this recall. Ricon's Recall Coordinator will assist you with anything you may require. He can be reached through Ricon Customer Service at (800)322-2884, or by email, at recall.admin@wabtec.com

WHAT RICON CORPORATION WILL DO:

Ricon will provide instructions for managing the pendant cord and will supply a supplemental power lug elastomeric cover kit at no charge. It will be the responsibility of the lift owners to install the cover kit.



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If you feel Ricon has not fully answered your questions, please contact 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, or by email at admin12E038@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 "S. Saucier", written in a cursive style.

Stanton D. Saucier, PE
Vice President – Marketing and Product Planning
Ricon Corp.