



**SAFETY RECALL – “S” 2010 and  
5510 Ricon Wheelchair Lifts  
INSTALLED IN DIAMOND COACH BUSES**

**Diamond Coach Corporation**  
2300 West Fourth Street  
Oswego, KS 67356

## **Important Safety Recall**

This notice applies to your vehicle:     VIN      
Build order number:     BO#      
NHTSA Recall Identification Number: 14V611

Dear Diamond Coach Owner:

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

Diamond Coach Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain Diamond Coach Buses **equipped** with Ricon Corporation wheelchair lifts Model numbers; S2010-XXXXXXXX and S5510-XXXXXXXX that were manufactured after January 1, 2006.

Ricon S-Series Wheelchair lifts exhibiting 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 increasing the risk of injury to the lift operator. Ricon Corporation, a Wabtec Subsidiary 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.

Affected vehicle owners need to contact Ricon Corporation, a Wabtec Subsidiary at **1-800-322-2884** or email at [recall.admin@wabtec.com](mailto:recall.admin@wabtec.com).

We regret any inconvenience this action may cause you. However, we are concerned about your safety and highly recommend you follow the accompanied safety recall letter from Ricon Corporation. If you have any difficulty getting the repair made through Ricon Corporation, then Diamond Coach will assist you. Call 1-800-442-4645.

If your dealer fails or is unable to remedy this issue without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 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>.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased vehicle shall send the notice to the lessee within 10 days.

Thank you for your attention to this important matter.

# SAFETY RECALL NOTICE

[Date]

[End User]

RE: Defect Recall Notification 14E-041

Dear [End User]:

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 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:

Ricon DOT Public Use, "S" 2000 and 5500 Series lifts manufactured after January 1, 2006 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

The total number of lifts being recalled is 38,434.

### WHY IS IT BEING RECALLED:

Under certain conditions present in some applications, the platforms included on the subject S-Series model wheelchair lifts can exhibit cracking of the platform pivot plate while in the stowed position which, if left unchecked, can propagate to the point where separation of the rear portion of the pivot plate occurs rendering the lift potentially inoperable and possibly unsafe for the operator.

In the event the aforementioned crack occurs on both sides of the platform and is allowed to propagate to the point of material separation on both sides it is possible for the lift platform to lean against the vehicle lift door(s) and fall out of the vehicle when the door(s) is(are) opened putting the lift operator at risk.

WHAT YOU AS THE OWNER/OPERATOR SHOULD DO:

Immediately locate and inspect the affected unit(s) in your fleet. For units upon which cracked pivot plates are found, replacement of the platform must be performed. For units within warranty, a platform assembly will be provided by Ricon. For any units that fall outside of the warranty period, a platform weldment will be provided by Ricon.

After inspection of the platform has been completed and no evidence of a cracked pivot plate is found, a supplemental elastomeric bumper kit provided by Ricon must be installed for each unit that is identified on the affected list.

Materials are available by calling Ricon Customer Service at (800)322-2884, or by emailing Ricon's Recall Coordinator, at [admin14E041@wabtec.com](mailto:admin14E041@wabtec.com) or by locating the nearest Ricon servicing dealer using the locator on the Ricon website – [www.riconcorp.com](http://www.riconcorp.com)

WHAT RICON CORPORATION WILL DO:

Ricon will provide a field modification instruction and all material required to mitigate this recall at no charge. It will be the responsibility of the lift owners to execute the mitigation.

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 [recall.admin@wabtec.com](mailto:recall.admin@wabtec.com).

We apologize for the inconvenience caused by this safety recall, but the safety of our customers is our first concern.