

November XX, 2014

IMPORTANT SAFETY RECALL

XXX XXXXX
XXXXXXXXXX
XXXXXXXXXX

Regarding: Ricon Recall 14E-041

Dear XXXXXXX:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Based on the information received from Ricon, New England Wheels has decided that certain S-Series wheelchair lifts, produced by Ricon after January 1, 2006 equipped with platforms measuring 32" x 51" and 34" x 54", 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 creating a situation where injury could occur to the operator, occupant, or both.

Our records indicate that a Ricon wheelchair lift subject to this recall was installed in your vehicle(s) whose vehicle identification number(s) is/are:

XXXXXXXXXXXXXXXX

What should you do?

Please contact John LaRose, Service Manager of New England Wheels immediately who will guide you through the inspection process and instruct you regarding any steps or actions required on your part to mitigate this recall. Should the wheelchair lift show any evidence of premature wear/failure associated with this recall it will be promptly repaired. There will be no costs to you associated with this recall. Your prompt attention to this matter is important.

After contacting us, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E. Washington, DC 20590 or call 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 motor vehicle shall send the

notice to the lessee within 10 days. If you are no longer the owner of this vehicle, please provide us with any contact information so we may contact the new owner.

Should you have any questions, please contact me directly.

Very truly yours,

Paul D. LaRose
President