



Dodgen Industries, Inc.

October 28, 2014

Mr. Customer
Street XYZ
City, State, Zip

Dear Mr. Customer:

Dodgen Industries has received a **recall notice** that affects your vehicle equipped with a **Ricon wheelchair lift**.

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 as installed in your vehicle.

Important!!

- *Your Ricon wheelchair lift is being recalled
- *You need to contact Ricon Corporation immediately.

What is being recalled:

Ricon DOT model Public Use lifts, model "S2000", "S5000", and "S5500" series lifts which were manufactured after January 1, 2006 with platforms measuring 32" x 51" and 34" x 54". The affected population of recalled lift models have these primary model numbers:

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

Your Ricon lift in the Dodgen vehicle has a **model number** **S2010-F1020000A**. Your **serial number** is: **XXXXXX**.

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 that the aforementioned crack occurs on both sides of the platform and is allowed to advance 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) are opened putting the lift operator at risk.

WHAT SHOULD YOU AS THE OWNER/OPERATOR DO?

Immediately locate and inspect your lift. For units where 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 units that fall outside of warranty, 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 your unit and each unit on the recall list.

Materials will be provided by calling Ricon Customer Service at **800-322-2884** or my emailing Ricon's Recall Coordinator at admin14E041@wabtec.com, or by locating the nearest Ricon Servicing dealer using the locator on the Ricon Website- www.riconcorp.com.

WHAT RICON CORPORATION WILL DO:

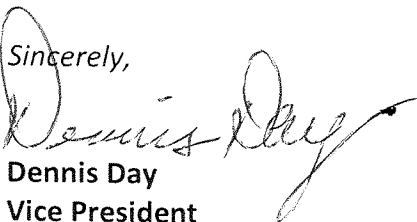
Ricon will provide field modification instruction and all material required to mitigate this recall at no charge. It is the responsibility of the lift owners to execute contact with Ricon for this necessary work.

If you feel that Ricon has not fully answered your questions, please contact the **Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave S.E., 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>.

Thank you for your prompt attention to this matter. If you had questions concerning these procedures please contact Ricon Customer Service at 800-322-2884, or by email at recall.admin@wabtec.com.

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

Sincerely,


Dennis Day
Vice President