

JAN 27 2015

MAILED

JAN 29 2015

Compliance Dept.

Compliance Dept.

# **SERVICE PROCEDURE**

14517

JANUARY 2015

**SUBJECT: SAFETY RECALL**

**Wheelchair Lifts on certain BE, CE, FE, and RE commercial bus models built 23 January 2006 thru 12 May 2014 with Ricon Public Use,"S" 2000 and 5500 Series Lifts**

**DEFECT DESCRIPTION**

The platforms included on the subject S-Series model wheelchair lifts can exhibit a crack on the platform side plate while in the stowed position. If a crack occurs on both sides of the platform to the point of material separation, 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 of injury.

**MODELS INVOLVED**

This Safety Recall involves certain BE, CE, FE, and RE commercial bus models built 23 January 2006 thru 12 May 2014 with Ricon Public Use,"S" 2000 and 5500 Series lifts.

**ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International<sup>®</sup> Service Portal<sup>SM</sup> with Recall 14517. Also complete any other open campaigns listed on the Service Portal at this time.

## **PARTS INFORMATION**

**NOTE: If a new platform is required because of cracks in one or both side support brackets, contact Ricon customer support for the appropriate platform for your lift and instruction document by calling 800-322-2884, option 2. DO NOT preorder lift platforms, as most platforms will ONLY require installation of the platform support bumpers.**

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
8900249R91	Ricon Lift Kit	1

**8900249R91** contains the following parts:

<b>Part Description</b>	<b>Quantity</b>
Elastomeric Bumper	2
Screw	2
Washer	2
Nut	2

## **SERVICE PROCEDURE**

**WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, PARK VEHICLE ON HARD FLAT SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE AND INSTALL WHEEL CHOCKS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS.**

**WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, IF THE VEHICLE MUST BE RAISED, DO NOT WORK UNDER THE VEHICLE SUPPORTED ONLY BY JACKS. JACKS CAN SLIP OR FALL OVER.**

**WARNING! TO PREVENT PERSONAL INJURY AND / OR DEATH, ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE.**

**WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, KEEP FLAMES OR SPARKS AWAY FROM VEHICLE AND DO NOT SMOKE WHILE SERVICING THE VEHICLE'S BATTERIES. BATTERIES EXPEL EXPLOSIVE GASES.**

**WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, REMOVE THE GROUND CABLE FROM THE NEGATIVE TERMINAL OF THE BATTERY BOX BEFORE DISCONNECTING ANY ELECTRICAL COMPONENTS. ALWAYS CONNECT THE GROUND CABLE LAST.**

1. Bring vehicle into shop and park on flat surface.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Install wheel chocks.

**NOTE: Refer to Ricon service bulletin RSB125 included with this letter to inspect the platform for cracks. If cracks are found in one or both of the side support brackets, the platform must be replaced before proceeding. Provide the model and serial number of the lift you are servicing to your parts department.**

4. Please refer to the Ricon field modification instructions FMI 751-064 included with this letter for installation of the platform support bumpers.

**NOTE: The decal containing the serial number is located on the inner side of the hydraulic cylinder and top of right arm.**

5. Record serial number on work order of lift being serviced.
6. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

### **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-14517-1	Install Platform Support Bumpers	0.3 hr
A40-14517-2	Replace Complete Platform Lift Assembly if Necessary	1.0 hr
A40-14517-3	Replace Platform Weldment if Necessary	2.0 hrs

## CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

DO NOT REMOVE  
INTERNATIONAL  
Campaign No.  
VIN  
Eng.#  
COMPLETED  
Service Location Code #  
DO NOT REMOVE

## ADMINISTRATIVE / DEALER RESPONSIBILITIES

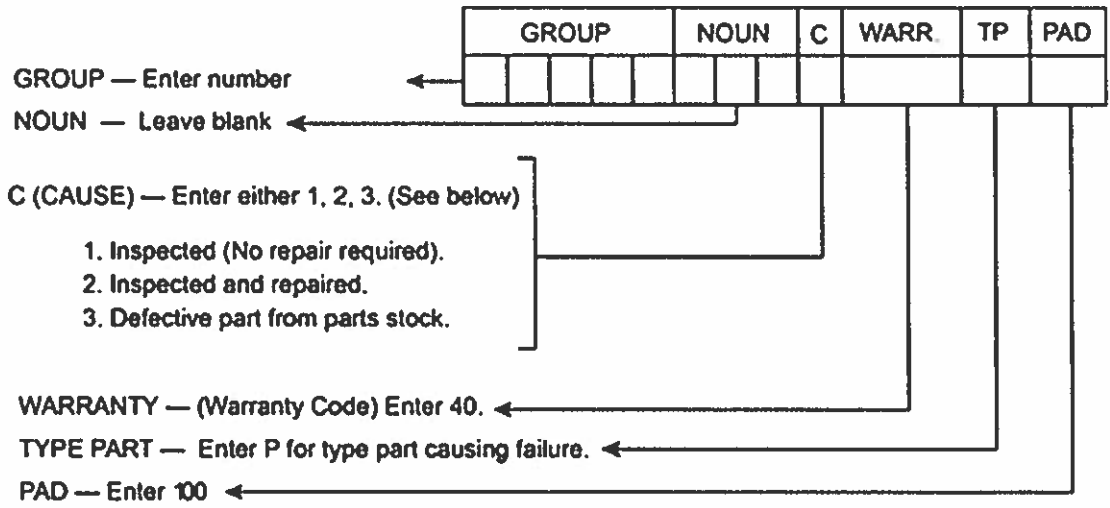
### WARRANTY CLAIMS

**NOTE: Warranty claim comments MUST include the vehicle lift serial number being serviced.**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 14517.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

As with all claim submissions, items acquired locally must be submitted in the "Other Charges" tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, a barrel of oil, or a tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.



**UNITED STATES AND POSSESSIONS**

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records,

and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **CANADA**

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **EXPORT**

Export Distributors should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your distributor location.

Export Distributors are to submit warranty claims in the usual manner making reference to this recall number.

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

## **NAVISTAR, INC**

**Subject:** S-Series Platforms: 34in. x 54in., 32in. x 51in.  
**Applicable Products:** S1205, S2005, S2010, S5005, S5010, S5505, S5010  
**Effectivity:** 6/24/2014

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RICON SERVICE BULLETINS ARE FOR USE BY PROFESSIONAL SERVICE TECHNICIANS, AND ARE NOT INTENDED FOR USE BY NON-PROFESSIONALS OR AMATEURS. SERVICE BULLETINS ALERT TECHNICIANS TO ISSUES THAT MAY OCCUR WITH RICON PRODUCTS, AND ARE INTENDED TO ASSIST THE TECHNICIAN IN THE PROPER SERVICE OF THOSE PRODUCTS.

PROFESSIONAL SERVICE TECHNICIANS HAVE THE BACKGROUND AND KNOWLEDGE TO PERFORM MAINTENANCE WORK PROPERLY AND SAFELY.

AN ISSUE DESCRIBED BY A SERVICE BULLETIN DOES NOT NECESSARILY APPLY TO EVERY UNIT IN A PRODUCT LINE. A RICON AUTHORIZED SERVICE TECHNICIAN WILL BE ABLE TO DETERMINE WHICH UNITS CAN BENEFIT FROM THE INFORMATION PROVIDED HERE.

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### Introduction

This bulletin provides a brief description of a technical issue related to the inspection and possible replacement of the platform assembly of certain S-Series wheelchair lifts.

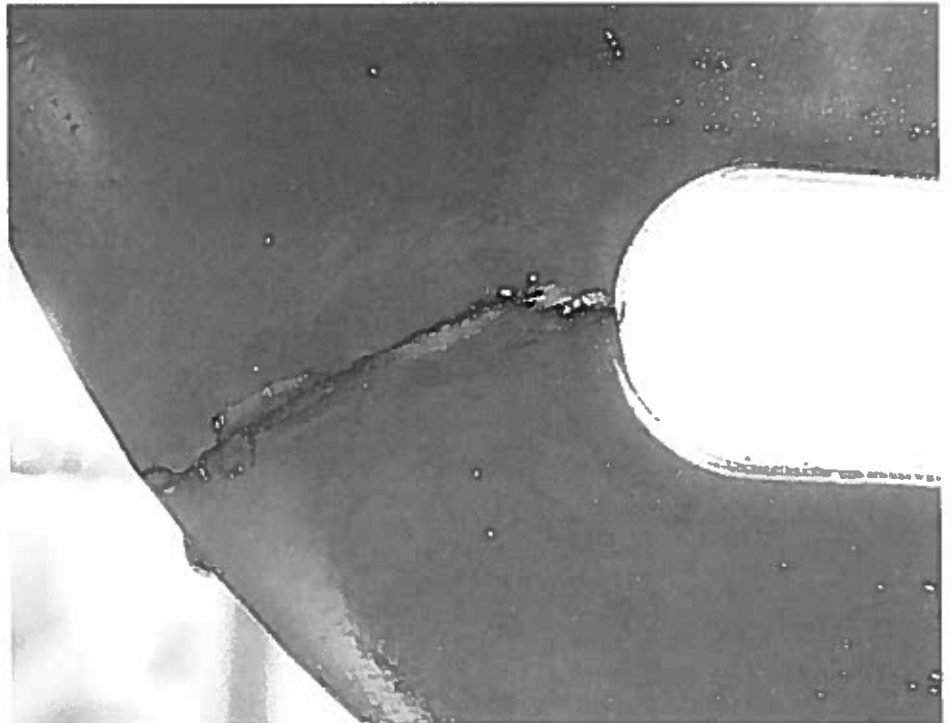
### Incorporation

Inspection and possible replacement of the platform assembly used on wheelchair lift configurations beginning with the following part numbers:

S1205, S2005, S2010, S5005, S5010, S5505, S5510

### Information

Under certain conditions the side plate of the larger platforms included on the subject S-Series model wheelchair lifts can exhibit cracking 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 inoperable and possibly unsafe to use.



Author: J. Juse	<b>Field Modification Instruction</b> <b>Elastomeric Bumper Bracket Installation</b>	FMI 751-064 08/05/14 Rev: A
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**Field Modification Instructions for Project:**

Elastomeric Bumper Bracket Mitigation

Mitigation for Recall Number 14E-041

J. Juse

08/05/2013

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**Author**

**Date**

D. DeLeo

08/05/2014

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**Director of Engineering**

**Date**

Author: J. Juse	<b>Field Modification Instruction</b> <b>Elastomeric Bumper Bracket Installation</b>	FMI 751-064 08/05/14 Rev: A
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**Subject:** Recall Number 14E-041 – Occurance of Fatigue Cracks in certain S-Series Wheelchair Lifts

**Reason:** Under certain conditions present in some applications, the platforms included on the potentially affected, 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.

These instructions and the material herein referenced are intended to mitigate the circumstances that can potentially precipitate the referenced cracking that is the subject of Ricon Recall number 14E-041.

**Affected Units:**

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
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**Approximate completion time:** 20 min

**Parts required:**

**Description**

- Kit 57113 Kit, Bracket Elastomeric Mount, S55XX & S50XX
- Kit 57114 Kit, Bracket Elastomeric Mount, S20XX

**Tools required:**

- (1) 7/16 Inch Open Wrench
- (1) Marker
- 1/8-Inch Drill Bit
- 9/32-Inch Drill Bit
- 3/8-Inch Drill Motor
- 7/16-Inch Socket
- 1/2-Inch Socket
- Deburring tool
- Spring Loaded Center Punch or equivalent tool for marking
- Tape Measure

Follow all safety practices before attempting to work on wheelchair lift.

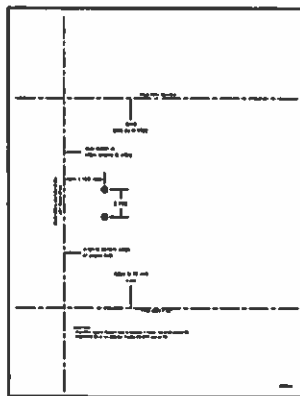
## I. INSTALLATION OF ELASTOMERIC BUMPER ASSEMBLY ON BOTH UPPER PARALLEL ARMS

Prior to beginning the installation of the elastomeric bumper kit, inspect the platform as outlined in Ricon Service Bulletin RSB125. In the event a crack is found, the platform must be replaced before proceeding. In the event a new platform is required, contact Ricon customer support for the appropriate platform for your lift and instruction document number 32ii479e - Platform Installation Instruction.

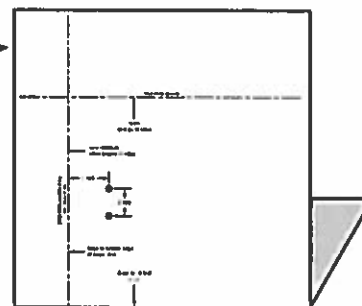
### A. ELASTOMERIC BUMPER MOUNT ASSEMBLY INSTALLATION

1. Apply power to lift then deploy platform to a level that allows for access to upper parallel arms.
2. Follow instructions on included paper template (P/N 55429) and fold template as shown.

Note: Fold paper template so that hole locations and dimensions are exposed and visible as shown.



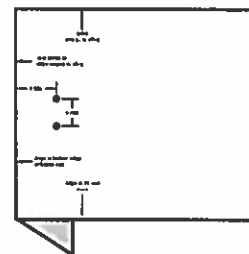
PAPER TEMPLATE



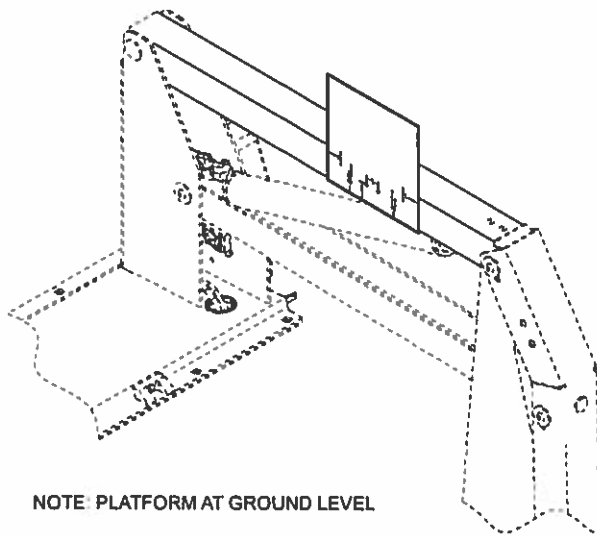
FOLD BOTTOM FIRST



FOLD TOP SECOND



FOLD LEFT SIDE LAST



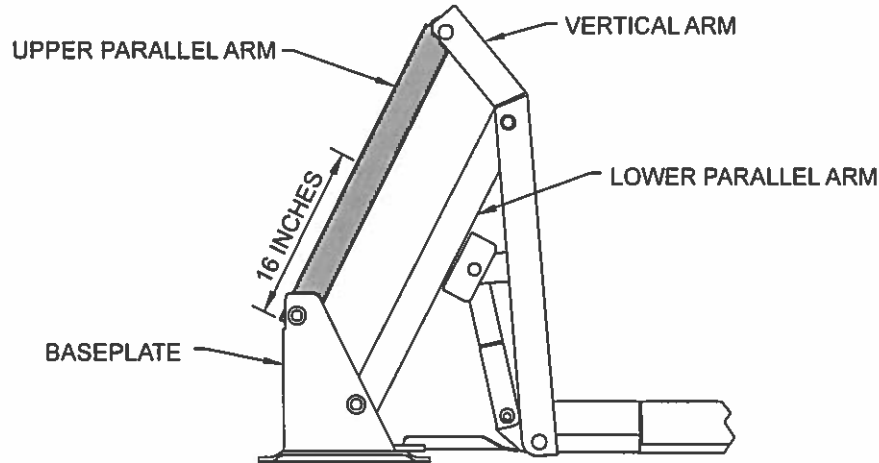
NOTE: PLATFORM AT GROUND LEVEL

Note: Paper template will be utilized for both LH and RH upper parallel arms.

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## Field Modification Instruction Elastomeric Bumper Bracket Installation

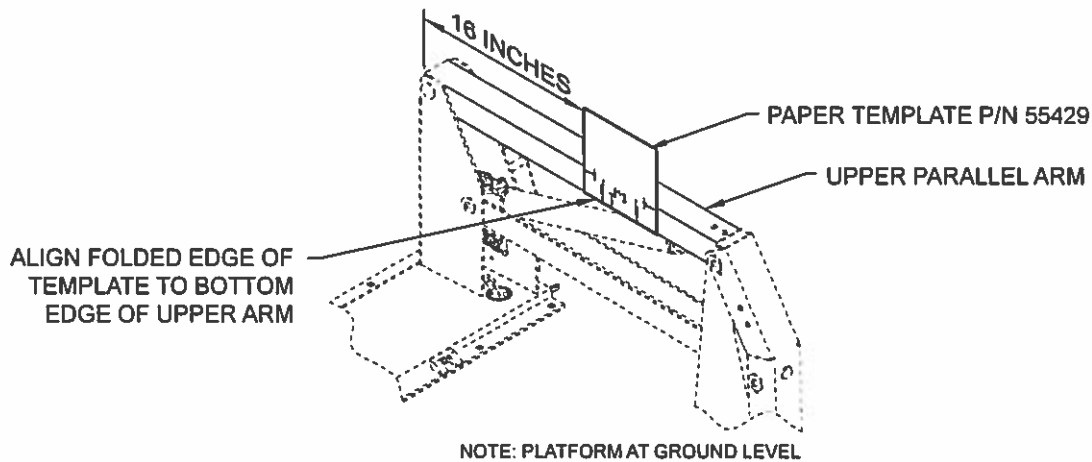
3. Deploy wheelchair lift platform to ground level then remove both LH and RH inboard pinch point shields. Inboard pinch point shields will be replaced by new pinch point shields included in kit.
4. Refer to Figure 1. Measure 16 inches from inboard end (near baseplate) of upper parallel arm.



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**FIGURE 1: 16 INCH MEASUREMENT**

5. Refer to Figure 2. Align folded edge of paper template (P/N 55429) to bottom edge of upper parallel arm and align with 16 inch mark.



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**FIGURE 2: PAPER TEMPLATE ALIGNMENT**

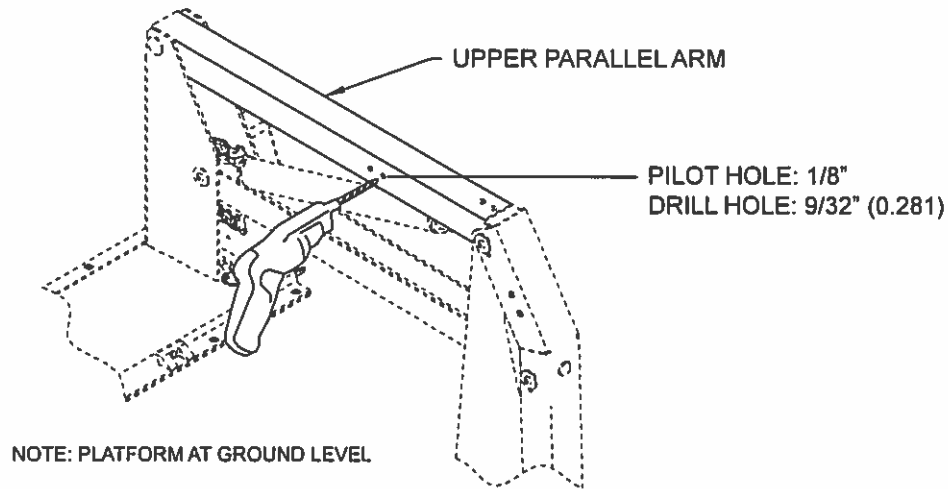
6. Square spring loaded center punch with centers located on paper template and mark both holes as shown for each parallel arm.



**FIGURE 3: Center Punch**

## Field Modification Instruction Elastomeric Bumper Bracket Installation

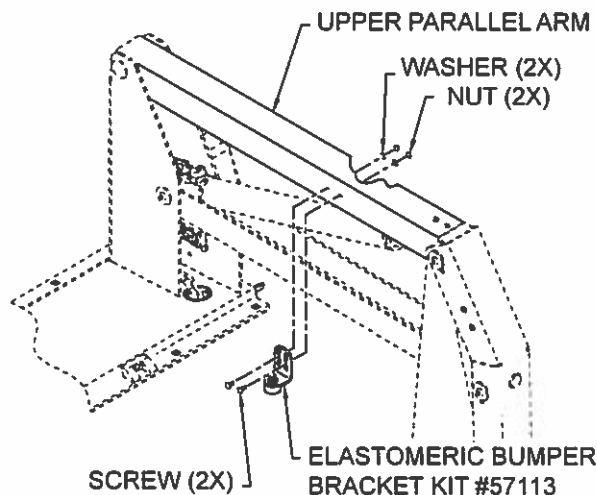
7. Retain paper template for use on opposite side upper parallel arm.
8. Refer to **Figure 4**. Drill a 1/8" pilot hole in each mark.



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**FIGURE 4: DRILL HOLES**

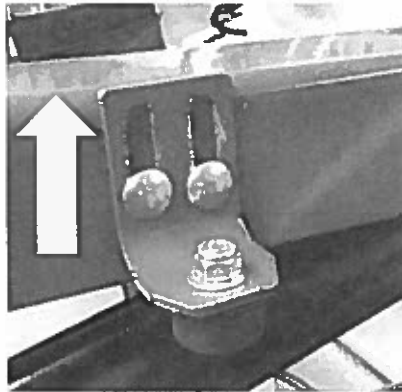
9. Refer to **Figure 4**. Then drill a 9/32" hole in each 1/8" pilot hole.
10. Deburr holes and clean any leftover debris from drilled holes.  
**Note:** Ensure metal chips are removed from inside lower arm.
11. Repeat procedures to mark and drill holes for opposite parallel arm.
12. Refer to **Figure 5**. Install Elastomeric Bumper Bracket Assemblies on both sides with hardware from applicable kit.  
**Note:** Ensure applicable kit is used for S20XX and S50XX size lifts.



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**FIGURE 5: ELASTOMERIC BUMPER BRACKET INSTALLATION**

13. Refer to **Figure 6**. Tighten fasteners only to the point where they are snug enough to hold the bracket in its upper/outer most position so that it will be furthest point away from the platform when the lift is folded back up to its fully stowed position.



**FIGURE 6: HOLD BRACKET IN UPPER/OUTER MOST POSITION**

14. Refer to **Figure 7**. Return the lift to its fully stowed position. Use the hand pump to ensure that the platform is fully stowed.



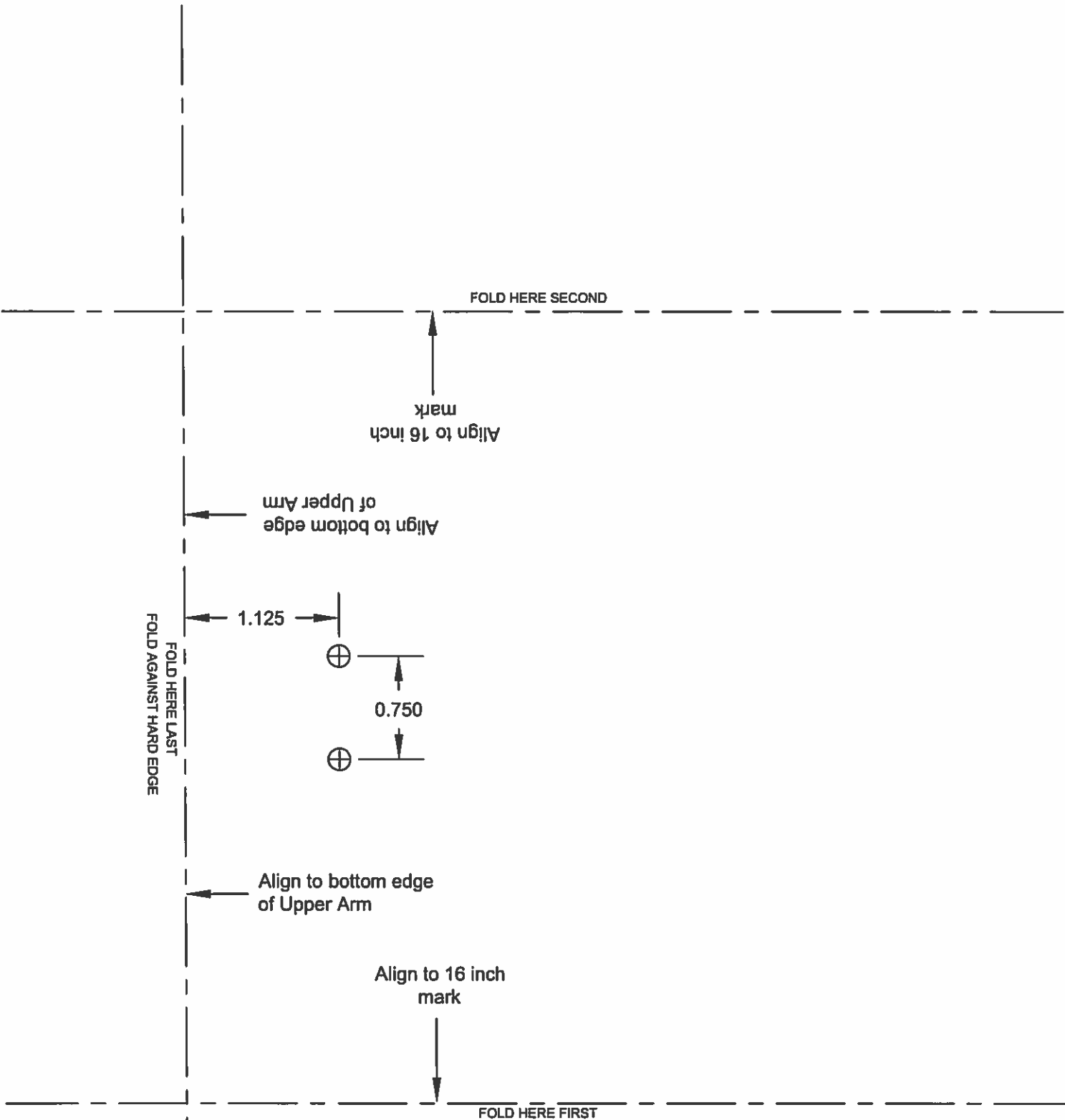
**FIGURE 7: FULLY STOWED POSITION**

15. Refer to **Figure 8**. From inside the vehicle, slide each elastomeric bumper bracket assembly outboard to the point where it contacts the top of the platform side plate.



**FIGURE 8: Bracket Adjustment**

16. Deploy the lift to vehicle floor level and tighten the fasteners (75 in-lb).
17. Install the new inboard pinch shields that include the cut-out for the elastomeric bumper bracket as shown.



**PRINTING:**  
- Print PDF copy to "Actual" size to maintain 1:1 ratio. DO NOT print to "fit".  
- Print DWG file to 1:1, Extents, Center. DO NOT print to "fit".