



SAFETY RECALL NOTICE

11/13/2015

END USER - DRAFT

[End User]

RE: Ricon Recalls 14E-041 and 15E-068

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 decided that a defect which relates to motor vehicle safety exists in some of the Ricon wheelchair lift installed in vehicles produced by your company.

! 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, 5000 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 platform side plate of the affected wheelchair lifts may crack, allowing the lift platform to separate from the lift and come to rest against the vehicle's lift door.

Additionally, the affected lifts are equipped with folding link arms that may have pivot holes that are too big, allowing the bearings to move out of position. If the bearings move out of position, the stowed platform may have excessive movement resulting in failure of the platform mounting.

Either condition could cause the wheel chair lift platform to fall out of the vehicle when the doors are opened, increasing the risk of injury for the lift operator.

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.

More information and instructions for this recall go to www.riconcorp.com then click on Support/Recalls & Service Campaigns/Platform 14E-041. For further assistance please email Ricon's Recall Coordinator, at admin14E041@wabtec.com or call Customer Service at 800-322-2884. To locate the nearest Ricon servicing dealer please visit Ricon website: 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.

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

Sincerely,

[Recall Administrator / Title]