

**ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager**  
Freightliner Dealers – U.S. and Canada  
Western Star and Sterling Dealers – U.S. and Canada  
FCCC Dealers – U.S. and Canada  
Thomas Built Bus Dealers – U.S. and Canada  
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090 800-547-0712  
Portland, Oregon 97208-4090 FAX 503-745-9009

If you have questions about this Letter, please submit your inquiry on the Web using the **WSC Link on DTNAConnect**

REF #: ICI16-022

Effective: 10/5/16

Release: 10/5/16

**SUBJECT: Ricon Recall – Chair Lift Platforms on TBB Buses**

This letter is to inform you that Ricon Corporation and DTNA have recalled certain Thomas Built Buses FS-65, Saf-T-Liner, and Minotour vehicles manufactured with certain Ricon S-Series lifts. Ricon will supply new link arms and/or platforms for damaged units at no cost.

**There is no action for DTNA dealers to take.** This is for your information should the dealership receive any questions from customers. The recall notices sent to customers are attached on the following pages for reference.

**If you have questions or need further information regarding this recall, please contact Ricon Corporation directly at (800) 322-2884 or 16E020@wabtec.com.**

*The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.*

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Thomas Built Buses, Inc.  
1408 Courtesy Road  
High Point, NC 27260  
336.889.4871 Phone

**October 2016**  
**NHTSA # 16V-631 Non-School Buses**  
**NHTSA # 16V-629 School Buses**

## **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle(s)**

### **Subject: Ricon Chair Lift Platforms**

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

Daimler Trucks North America LLC (DTNA) has decided that a defect which relates to motor vehicle safety exists in certain Thomas Built Buses FS-65 school buses, Saf-T-Liner school buses and non-school buses, and Minotour DRW school buses and non-school buses manufactured July 15, 2014, through July 21, 2016 with certain Ricon Corporation S-Series lifts.

The holes in the folding link arms of the S-Series model wheelchair lift may be oversized. If the holes are left in an oversized condition, the bearings can move out of position, resulting in a substantial amount of free play in a stowed platform and increased load being applied to the platform mounting, and it may fail. A failed platform may result in possible personal injury.

The link arms will be inspected for damage or bearings that have moved out of position and for damage to the lift platform. If damage is found, Ricon Corporation will supply the link arms and/or platform at no cost.

Please contact Ricon Corporation at (800) 322-2884 or [admin16E020@wabtec.com](mailto:admin16E020@wabtec.com) as soon as possible to arrange to have the Recall performed. The Recall will take up to approximately an hour and will be performed at no charge to you.

If you have leased this vehicle to another person, federal regulations require you to send a copy of this notice to the lessee by first class mail within 10 days of your receipt of this notice.

For questions regarding this Recall, please contact Ricon Customer Service at (800) 322-2884. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

THOMAS BUILT BUSES WARRANTY DEPARTMENT  
Enclosure

# **Daimler Trucks North America LLC**

Daimler Trucks North America LLC  
Thomas Built Buses, Inc.  
1408 Courtesy Road  
High Point, NC 27260  
336.889.4871 Phone

**October 2016  
Transport Canada #16-418**

## **Subject: Ricon Chair Lift Platforms**

This notice is sent to you in accordance with the Canadian Motor Vehicles Safety Act.

Daimler Trucks North America LLC (DTNA) is providing this Recall Notice with respect to certain vehicles with equipment manufactured by Ricon Corporation. The vehicles affected are specific Thomas Built Buses FS-65 school buses, Saf-T-Liner school buses and non-school buses, and Minotour DRW school buses and non-school buses manufactured July 15, 2014, through July 21, 2016 with certain Ricon Corporation S-Series lifts.

DTNA and Ricon have decided that a defect which relates to motor vehicle safety exists in the vehicles mentioned above. The holes in the folding link arms of the S-Series model wheelchair lift may be oversized. If the holes are left in an oversized condition, the bearings can move out of position, resulting in a substantial amount of free play in a stowed platform and increased load being applied to the platform mounting, and it may fail. A failed platform may result in possible personal injury.

The link arms will be inspected for damage or bearings that have moved out of position and for damage to the lift platform. If damage is found, Ricon Corporation will supply the link arms and/or platform at no cost.

Please contact Ricon Corporation at (800) 322-2884 or [admin16E020@wabtec.com](mailto:admin16E020@wabtec.com) as soon as possible to arrange to have the Recall performed. The Recall will take up to approximately an hour and will be performed at no charge to you.

For questions regarding this Recall, please contact Ricon Customer Service at (800) 322-2884.

THOMAS BUILT BUSES WARRANTY DEPARTMENT  
Enclosure

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Thomas Built Buses, Inc.  
1408 Courtesy Road  
High Point, NC 27260  
Téléphone 336.889.4871

**Octobre 2016**  
**Transport Canada n° 16-418**

## **Objet : Plateformes de levage Ricon pour fauteuil roulant**

Cet avis vous est envoyé conformément à la Loi sur la sécurité automobile du Canada.

Daimler Trucks North America LLC (DTNA) fournit cette Avis de rappel à l'égard de certains véhicules dotés des équipements fabriqués par Ricon Corporation. Les véhicules concernés sont certains autobus Thomas Built Buses FS-65, certains autobus scolaires et non-scolaires Saf-T-Liner, certains autobus scolaires et non scolaires Minotour DRW fabriqués du 15 juillet 2014 au 21 juillet 2016 avec certaines plateformes de levage Ricon Corporation de la série S.

DTNA et Ricon ont déterminé qu'une défectuosité reliée à la sécurité des véhicules automobiles existe pour les véhicules mentionnés ci-dessus. Les trous dans les bras pliants de la plateforme de levage pour fauteuil roulant de la série S peuvent être surdimensionnés. Si aucune mesure de correction n'est apportée, les roulements pourraient se déplacer et créer un jeu excessif lorsque la plateforme est refermée, ce qui pourrait augmenter la charge appliquée au support de la plateforme et occasionner sa défaillance. Une plateforme défectueuse peut entraîner des blessures.

Les bras de liaison seront inspectés pour déceler l'endommagement ou le déplacement des roulements et l'endommagement de la plateforme élévatrice. Si des dommages sont constatés, Ricon Corporation fournira les bras de liaison et/ou la plateforme sans frais.

Veillez, contacter Ricon Corporation au (800) 322-2884 ou à l'adresse courriel [admin16E020@wabtec.com](mailto:admin16E020@wabtec.com) dès que possible pour prendre les dispositions nécessaires pour effectuer le rappel. Le travail exigé par ce rappel prendra environ une (1) heure et sera effectué sans frais pour vous.

Pour toute question concernant ce rappel, veuillez contacter le service à la clientèle de Ricon au (800) 322-2884.

SERVICE DE GARANTIE THOMAS BUILT BUSES  
Pièce jointe