



June 28, 2016

IMPORTANT SAFETY RECALL – NHTSA Recall No. 16E-020

Company
Address
City, State Zip Code

Regarding: Ricon Recall 16E-020

Dear Sir or Madam:

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

New England Wheels has decided that a defect which relates to motor vehicle safety exists in certain model year 2006-2014 Ford E-250, and E-350 cargo vans modified to be equipped with certain model S2005, S2010, S5005, S5010, S5505, and S5510 wheelchair lifts built by the Ricon Corporation. These lifts are equipped with platforms measuring 32" x 51" and 34" x 54". 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. This failure 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.

Please note this is **new** recall different from recent Ricon recalls.

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:

Vin#: XXXXXXXXXXXXXXXXXXXX

Lift Serial #: XXXXXX

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 a field modification kit and instructions provided by Ricon will be sent to you. 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