



7 Lake Station Road, Warwick, New York 10990

June 03<sup>th</sup>, 2016

**“IMPORTANT SAFETY RECALL NOTICE”**  
**NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION**  
**RECALL NO: 16V-365**

**Trans Tech Bus, TCI Recall #: 16V-365**

Vehicle VIN number:

Customer Name:

Customer Address:

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

Transportation Collaborative Inc has decided that a defect which relates to motor vehicle safety exists in certain Handicapped accessible School Buses, equipped with Ricon Lift systems and manufactured between 2014 and 2016. Please note that this is a new recall, different from previous recalls.

**What the safety concern is:**

The location of the defect is the outboard end of the wheelchair lift platform.

Under certain conditions present in some applications, the platforms included on the S-Series model wheelchair lifts as manufactured by the Ricon Corporation 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.



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### **The Remedy:**

The Ricon Corporation will supply, free of charge, a retrofit kit including instructions for installation.

### **What we are requesting you do:**

In the event that the Serial is one of the affected population, then contact the Ricon Corporation for instructions on inspection and remediation procedures. Ricon will provide a field modification instruction and all material required to mitigate this recall at no charge. Ricon will provide services to execute the mitigation of the recall.

### **Address or ownership change:**

Please notify us of any change of address or vehicle ownership. If you are the lessor of the above mentioned vehicle, you must forward this letter to the lessee within ten (10) days of receipt of this letter.

### **If these repairs have already been made:**

If repairs or modifications outlined by this notice have been performed prior to the receipt of this recall notification, complete the prepaid response card and the reimbursement form included with this letter with a copy of the work order or invoice to Transportation Collaborative Inc for reimbursement.

### **If you have any questions:**

Transportation Collaborative Inc. customer service/warranty department will be happy to assist you with any questions.

For further information, please contact:

**Customer Support  
Transportation Collaborative Inc.  
Warranty Department  
7 Lake Station Road  
Warwick, New York 10990  
Phone 845-988-0419 Fax 845-988-0324  
E-mail: [CustomerSupport@TransTechBus.com](mailto:CustomerSupport@TransTechBus.com)**



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**If you have a complaint:**

If you have difficulties getting your vehicle repaired in a reasonable time frame and without charge, please contact Transportation Collaborative Inc. customer service at 1-845-988-0419 or e-mail Trans Tech Bus at [CustomerSupport@TransTechBus.com](mailto:CustomerSupport@TransTechBus.com) for further assistance. Representatives are available Monday thru Friday 8:30am – 5:00pm (EST).

If you are still having difficulties getting your vehicle repaired in a reasonable time and without charge, you may send your complaints to the Administrator, National Highway Traffic Safety Administration at 1200 New Jersey Avenue SE. 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 attention to this important matter, we regret any inconvenience this recall may have caused.

Sincerely,

**Customer Support  
Trans Tech Bus; a TCI Company**