



IMPORTANT SAFETY RECALL
NHTSA Recall No. 16V369

This notice applies to your vehicle: [REDACTED]

Your Vehicle Identification Number (VIN): [REDACTED]

Your Vehicle Serial Number: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Dear Supreme Bus Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Supreme Corporation has decided that a defect which relates to motor vehicle safety exists in certain model year 2008 through 2014 Azure Hybrid, Candidate, Senator, Senator HD, Senator 2, President, President S2, Sentinel Van, Trolley and Activity buses equipped with certain wheelchair lifts manufactured by Ricon Corporation. Our records indicate that your vehicle(s) identified above may be affected. Supreme is conducting a safety recall to address this condition.

What is the Issue?

Certain Supreme shuttle buses were equipped with Ricon Corporation S-Series Wheelchair Lifts that are the subject of a recall being conducted by Ricon Corporation (NHTSA Recall No. 16E-020). According to Ricon, the platform pivot plate may exhibit cracking while in the stowed position. If left unchecked, this condition can propagate and potentially result in separation of the rear portion of the pivot plate, potentially rendering the lift inoperable and unsafe for the operator. Additionally, the lifts are equipped with folding link arms that may have pivot holes that are too big, allowing the bearings to move out of position.

What Should You Do?

CORPORATE • 2581 East Kercher Road • Goshen, IN 46528 • Phone: 800-642-4889 • Fax: 574-642-4540 • supremecorp.com

WEST
22135 Alessandro Blvd.
Moreno Valley, CA 92553
800-827-0753
Fax: 951-656-4061

SOUTHWEST
500 Commerce Blvd
Cleburne, TX 76033
800-541-6282
Fax: 817-641-7924

MIDWEST
2572 East Kercher Road
Goshen, IN 46528
800-642-4889
Fax: 574-642-4540

NORTHEAST
411 Jonestown Road
Jonestown, PA 17038
800-556-6492
Fax: 717-865-4385

SOUTHEAST
2051 U.S. Highway 41
Griffin, GA 30224
800-882-6742
Fax: 770-228-3340



Please contact your local Ricon dealer for a field modification instruction and all material required to mitigate this recall at no charge.

If you have any questions, you may contact Ricon Customer Service at 800-322-2884 or admin16E020@wabtec.com.

If you no longer own the vehicle(s) listed above, please contact the Supreme Warranty Department at (574) 642-0800 or recall@supremecorp.com and provide any information you can furnish that will assist us in locating the current owner.

Note: Federal law prohibits the delivery of affected vehicles under a sale or lease until this issue has been corrected. Federal law also requires that any vehicle lessor receiving this recall notice forward a copy of the notice to the lessee within 10 days.

If you previously paid to have this recall performed on your vehicle, you may be eligible for reimbursement. Please contact Supreme at (574) 642-0800 for information.

Questions or Concerns?

If you have any questions about this recall, please contact Supreme's Warranty Department at (574) 642-0800 or by e-mail at recall@supremecorp.com.

Owners that are unable to get their vehicles repaired in a reasonable time or without charge may write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590 or call the free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov (reference NHTSA Safety Recall No. 16V369).

We apologize for the inconvenience, but are taking this step in the interest of your personal safety and satisfaction with our vehicles. Thank you for your attention to this important matter.

Sincerely,

Supreme Corporation

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