



NHTSA Recall No.: 19V-102

IMPORTANT SAFETY RECALL

This notice applies to your vehicle VIN: See attached.

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Goshen has decided that a defect in the Ricon Wheelchair Lift installed in certain MY2012 to MY2018 Goshen buses manufactured beginning January 1, 2012 and ending August 24, 2018 have a defect that can cause the platform to travel past the vehicle floor height, potentially causing the occupant to tip inwards toward the vehicle.

WHAT IS BEING RECALLED: This recall applies to Ricon S Series and K Series Titanium Wheelchair Lifts, part numbers K200, K201, K550, K551, S200, S201, S550, S551 no dashes. The recall population includes all units of these models beginning January 1, 2012 until August 24, 2018.

WHY IS IT BEING RECALLED: If the position input cam fails and the lift operator continues to press the “up” button on the operating pendant while the lift is occupied, the cutoff switch is dis-abled and the platform can travel past the vehicle floor height, potentially causing the occupant to tip inwards, toward the vehicle. If the wheelchair lift platform stops above the vehicle floor, the wheelchair user can tip inwards toward the vehicle when exiting the lift, increasing their risk of injury.

WHAT YOU AS THE OWNER/OPERATOR SHOULD DO: Arrange for service at the nearest Ricon servicing dealer by any of the following methods: Using the locator on the Ricon website – www.riconcorp.com • Calling Ricon Customer Service at (800) 322-2884 • Emailing Ricon’s Recall Coordinator, at Admin18E044@wabtec.com

WHAT RICON CORPORATION WILL DO: Ricon will provide materials and labor as outlined above through Authorized Ricon dealers. If you have any questions concerning these procedures, please contact Ricon Customer Service at (800) 322-2884.

You can also contact EIDorado Customer Service, Recall 19V-102, 1655 Wall Street, Salina, KS 67401; or by FAX to EIDorado Customer Service, Recall 19V-102, FAX Phone: (785) 827-0965; or by Email: bussupport@eldorado-bus.com

If after having attempted to take advantage of this recall, you believe that you have not been able to have your vehicle remedied without charge and within a reasonable period of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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>.

Please accept our sincere apology for any inconvenience you may experience due to this repair.

Sincerely,

EIDorado Customer Service

785.827.1033
1655 Wall Street
Salina, KS 67401
800.776.4943
331 Graham Road
Imlay City, MI 48444
www.GoshenCoach.com