



IMPORTANT SAFETY RECALL 19V-125

March 18, 2019

[End User]

RE: Defect Recall Notification 18E-044

Dear [End User]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. New England has decided that a defect which relates to motor vehicle safety exists in certain 2008, 2013, and 2014 Ford E-250 vehicles equipped with Ricon Wheelchair lifts that were recalled under 18E-044. The wheelchair lift positioning input cam may fail while the lift is in use, allowing the platform to travel higher than the vehicle's floor height. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 403, "Platform Lift Systems."

! IMPORTANT !

**Your Vehicle VIN# [] and Ricon Lift Model xxx Serial #
Your New England Wheels Order #: XXXXX**

- **Your Ricon Wheelchair Lift is being recalled**
- **Contact Ricon Corporation Immediately**

WHAT IS BEING RECALLED:

This recall applies to Ricon S Series and K Series Titanium Wheelchair Lifts up-fitted by New England Wheels, Inc. Billerica, MA, 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 May 9, 2018. The serial numbers, corresponding order numbers and of affected units sold to your company is listed above.

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
- • Contacting New England Wheels, Inc. directly at 978-663-9724
- • E-mailing New England Wheels, Inc. at info@newenglandwheels.com

Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., 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>

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact Ricon Customer Service at (800)322-2884 or New England Wheels, Inc. at 800-886-9247.

We apologize for any inconvenience this safety recall may cause.

Sincerely,

Paul D. LaRose
President, New England Wheels, Inc.