



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: See attached listing

NHTSA Recall No. 24V-074

Dear Dealer,

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

EIDorado National California, Inc. (“EIDorado”) has decided that a defect which relates to motor vehicle safety exists in certain EIDorado Arrivo and XHF manufactured from May 7th, 2012, to November 15th, 2023, and equipped with the Ricon Threshold Warning System (TWS) kit sensory assembly used with Ricon Baylifts and Mirage wheelchair lifts.

Why is a recall being conducted?

The Ricon wheelchair lift TWS visual warning flashing beacon does not meet the minimum light intensity requirements as stated in FMVSS 403. If the beacon does not display the minimum required light intensity, it could be less visible to users located near an out of position platform lift and may increase the risk of injury.

What are we doing about the problem?

Ricon has notified EIDorado that they will conduct the repair to correct this condition. These repairs will be offered to you free of charge. Ricon is conducting this recall under 23E-091.

What should you do?

Contact Ricon directly by emailing Ricon’s recall coordinator at Admin23E091@wabtec.com or locate the nearest Ricon servicing dealer using the locator on the Ricon website – www.riconcorp.com.

Please mention Recall No. 23E-091. After the repairs are complete, please fill in the appropriate information on the enclosed Owner Response card, sign it, and return the card to us.



REVGROUP

Who should you contact if you have further questions or concerns?

Jim Dame
Warranty Supervisor
Eldorado National California
9670 Galena Street
Riverside, California 92509
Phone: (951) 749-0409
Cell: (209) 305-1433
Email: jdame@revgroup.com

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. If after having attempted to take advantage of this recall you believe you have not been able to have your bus remedied without charge and within a reasonable amount of time, you may submit a complaint to the 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>.

We apologize for any inconvenience this safety recall may cause. Your safety is our first concern.

Sincerely,

Eldorado Customer Service