



June 29, 2026

RE: NHTSA Recall No. 26E-038

Dear Valued Ricon Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ricon Corp. has decided that a defect, which relates to motor vehicle safety exists in certain S-Series and K-Series platform lifts produced between January 1, 2024 – June 23, 2026. Under certain conditions the platform lift motor could remain energized and move unintentionally despite the lift operator commanding the lift to stop, increasing the risk of injury to the lift occupant or others in the vicinity.

This recall impacts the following Ricon part numbers:

- S-Series Lifts: S1101, S1200, S1204, S1230, S1231, S2003, S2005, S2010, S2036, S5503, S5505, S5510, ST00, ST01
- K-Series Lifts: K1203, K2005, K2010, K5505, K5510.

To address this issue, Ricon will install two diodes within the lift electrical system wiring to prevent voltage from a failed contactor maintaining a closed (latched) condition and to ensure proper de-energization of the motor contactor when the operator commands the lift to stop. This repair kit will be provided free of charge and the retrofit will take approximately 30 minutes to complete.

To the extent you may have a legal obligation to notify NHTSA or another regulatory body of this issue, a copy of Ricon's report can be accessed at: <https://www.nhtsa.gov/recalls> (search for NHTSA ID 26E-038).

If you believe Ricon has not been able to remedy this noncompliance 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: 1-888-275-9171); or go to <http://www.safercar.gov>.

If you have any questions concerning this matter and to the extent you may require unit serial numbers, please contact Ricon Customer Service at (800) 322-2884.

We apologize for any inconvenience related to this issue.

Sincerely,

Gerald Quimpe
Ricon Customer Service