



IMPORTANT SAFETY RECALL

This notice applies to your vehicle (s) with VIN: **see attached list of affected VINs**.
 This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

[Customer Name]
 [Street Address]
 [City, State ZIP]

November 30, 2021

Subject: **NHTSA Recall Campaign 21V-799 / Van Hool SB2067**
 Defect: **Ricon baylift outer barrier malfunction**
 Affected units:

Model	VIN	Number of vehicles
T2145	43546, 44279, 44388, 44684, 44689, 44699→44700, 44711→44712, 44762→44764, 44844, 44909→44910	15
C2045	45042, 45357, 45359, 45364→45365, 45377→45378, 45624, 45806, 45817→45818, 45824→45827, 45830, 45835, 45935→45936, 45941, 45944, 45947, 45976→45978 ----- 46050→46051, 46058→46059, 46061→46067, 46095→46098, 46100→46101, 46133, 46174→46175, 46189→46194, 46211, 46219→46221, 46227→46241, 46244→46248, 46250→46267, 46295, 46297→46306, 46311, 46317, 46320, 46331→46334, 46336, 46359→46360, 46369, 46388, 46629, 46650, 46664→46668, 46680→46681, 46735, 46737→46753, 46773→46779, 46789→46794, 46843→46848, 46852→46854, 46856→46857, 46859→46861, 46882→46886, 46906→46909, 46921→46925, 46940, 46953→46967 ----- 47017, 47019, 47022→47023, 47056, 47067, 47100, 47130→47131, 47184→47189, 47194→47199, 47225→47230, 47251→47252, 47254→47260, 47297→47299, 47324, 47326, 47328→47331, 47335→47336, 47345, 47347, 47351, 47353→47360, 47371→47382, 47435→47446, 47487→47497, 47499→47502, 47513→47516, 47528→47530, 47541, 47543→47544, 47571→47576, 47586, 47592, 47594, 47596, 47613→47614, 47616, 47618, 47701→47703, 47716→47725, 47736→47745, 47756→47765, 47771→47775, 47791→47800, 47821→47823, 47833→47847, 47855, 47924→47928, 47931, 47963→47967, 47977→47979, 47998, 48009→48010	405
CX45	48250	1
		Total: 421

Ricon Corporation, manufacturer of wheelchair lifts, has informed Van Hool about an issue with the outer barrier of the Ricon baylifts produced between April 2005 and April 2020. To address this issue, Ricon organized a safety recall.

WHAT YOU AS OWNER/OPERATOR SHOULD DO?

Please call the Ricon Customer Service at (800) 322-2884, or email Ricon's Recall Coordinator, at gquimpe@Wabtec.com or by locating the nearest Ricon servicing dealer using the locator on the Ricon website – www.riconcorp.com.

WHAT DO WE EXPECT FROM RICON CORPORATION?

- Ricon Corporation will execute the work according to their own instructions.
- Ricon Corporation will inform ABC Companies after having executed the modification.

WHAT DO WE EXPECT FROM ABC COMPANIES?

ABC Companies will register the execution on the Van Hool customer portal in order to guarantee a correct follow-up and administration.

If you believe that Van Hool NV and ABC Bus Inc. have failed to remedy the defect without charge, 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>.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of the pre-notification remedy of the problem associated with this recall.

If any additional information is needed, please feel free to contact ABC Bus Inc. at (407) 656 7977 or 1-877-427-7278 (toll free).

Van Hool NV and ABC Bus Inc. apologize for any inconvenience this may cause; however, this action is taken in the interest of your safety and continued satisfaction with our vehicles.