

ADDRESSEES	: Owners and operators of vehicles listed under “Application” ABC Customer Care and Parts Source
VEHICLE MODEL	: T2145, C2045, CX45
MANUAL CHAPTER	: 10.74 Body and accessories – Wheelchair lift
BULLETIN TYPE	: Safety Recall NHTSA 21V-799
DATE	: October 22 nd , 2021
SUBJECT	: Ricon baylift outer barrier malfunction
CONDITIONS	: -

APPLICATION

The safety recall campaign, subject of this bulletin, is applicable to the vehicles below:

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

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DESCRIPTION

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

Ricon Corporation, apologises for the inconvenience caused by this safety recall and wishes to thank you in advance for your cooperation and attention to this matter.

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.

HELP DESK

Should Ricon not respond, or you have further questions, please call ABC Customer Care & Parts Source toll-free for guidance on 1-877-427-7278. Listen for the prompts for warranty and select that option.

DISCLAIMER

The procedures contained herein are not exclusive. Van Hool cannot possibly know, evaluate, or advise the transportation industry of all conceivable ways in which a procedure may be undertaken or of the possible consequences of each such procedure. Other procedures may be as good, or better, depending upon the particular circumstances involved.

Each carrier who uses the procedures herein must first satisfy itself thoroughly that neither the safety of its employees or agents, nor the safety or usefulness of any products, will be jeopardized by any procedure selected.

VAN HOOL CUSTOMER PORTAL:

Consult the customer portal regularly for the latest service documentation. In addition to the maintenance manual, you will also find the operating manual and the spare parts catalogue of your vehicle on the customer portal. The customer portal is accessible through www.vanhool.be, and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the link on the Van Hool website.

INFORMATION HANDLING:

Important additions and modifications regarding technical information not yet included in the manual will be communicated through Service Bulletins.



Ricon Corporation
1135 Aviation Place
San Fernando, CA 91340

Phone: 818.267.3000
Fax: 818.962.1201
www.Wabtec.com

SAFETY RECALL NOTICE

August 27, 2021

RE: NHTSA Recall Number 21E-068

Dear [End User]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ricon has decided that a noncompliance with Federal Motor Vehicle Safety Standard (FMVSS) 403 exists in the Ricon wheelchair lift installed in your vehicle.

- Your Ricon Wheelchair Lift is being recalled
- Please Contact Ricon Corporation to have the Wheelchair Lift remedied

WHAT IS BEING RECALLED:

This recall applies to approximately 1,877 Baylift platform lifts. The recall population includes all Baylift units produced between April 1, 2005 – April 22, 2020.

WHY IS THE BAYLIFT BEING RECALLED:

Ricon has found that when the outer barrier of the platform is fully deployed, it cannot withstand the minimum 1,600 pounds of force required under FMVSS 403. As a result, if the occupant's mobility device unexpectedly drives or pushes into the deployed outer barrier, there is an increased risk of injury to the lift occupant.

WHAT YOU AS THE 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

Ricon will update the outer barrier to add a side barrier support feature that will allow the fully deployed outer barrier to withstand the amount of force required by FMVSS 403. This update will be provided to you free of charge. This repair will take approximately 0.75 hours.

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied 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>.



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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.

We apologize for any inconvenience related to this issue.

Sincerely,

A handwritten signature in blue ink, appearing to read 'F. Golemis'. The signature is fluid and cursive, with a prominent initial 'F' and a long, sweeping tail.

Frank Golemis
Director of Engineering