

## Recall 14E-041 Instructions

To ensure the expeditious handling of recall claims, Ricon requests:

1. For bumper kits (all potentially affected units):

A claim be sent to the aforementioned email box [admin14E041@wabtec.com](mailto:admin14E041@wabtec.com) containing the following information using **Platform Recall 14E-041 Order Form**:

- a. The name and phone number of the person making the claim
- b. The ship-to address (shipping address for where material is to be sent)
- c. The name and phone number of the person responsible for executing the work associated with the claim if different from the person making the claim.
- d. An attached list in spread sheet format containing at least the following data:
  - The lift Serial Number
  - The vehicle in-service date
  - The vehicle model
  - The vehicle identification number (VIN)

A bumper kit for each Ricon serial number provided in the attachment will be shipped to the address provided in the email. Ricon will process the order to ship via a ground carrier within 48 hours of receipt of the email.

2. For units upon which cracked pivot plates are found thereby requiring replacement of the platform:

A claim, separate from the one described above for the bumper kits, be sent to the aforementioned email box [admin14E041@wabtec.com](mailto:admin14E041@wabtec.com) containing the following information using **Platform Recall 14E-041 Order Form**:

- a. The name and phone number of the person making the claim
- b. The ship-to address (shipping address for where material is to be sent).
- c. The name and phone number of the person responsible for executing the work associated with the claim if different from the person making the claim.
- d. An attached copy of an incident report that includes the following information (copies of pre-formatted internal reports are acceptable provided they contain the information requested):
  - Photographs of the both pivot plates illustrating the crack
  - The lift Serial Number
  - The vehicle in-service date
  - The vehicle mode
  - The vehicle identification number (VIN)

Please limit platform claims to one platform per claim. Ricon will process the order to ship via a ground carrier within 48 hours of receipt of the email. Ricon will provide a Return Material Authorization (RMA) number for each platform. Ricon reserves the right to have the platform returned at its expense within 90 days of the filed claim.

Should you have any questions please contact Ricon Customer Support at: 1(800)-322-2884

Or Via Email at: [admin14E041@wabtec.com](mailto:admin14E041@wabtec.com)

The Ricon Corporation apologizes for the inconvenience caused by this recall and, in the interest of vehicular safety, sincerely appreciates your cooperation.

Ricon Management

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