# RICON DEALER NEWS

*March 28, 2005*

## New Faces, New Places and BIG Orders!

### TECHNICAL SUPPORT SUPERVISOR HIRED

Larry McNutt, Director of Customer Support, has announced the appointment of Billy McCoy as Ricon's new Technical Support Supervisor. In this newly created position Billy will assist Larry with the daily operations of our call center as well as supervise special projects designed to improve technical support services.

Billy is a fourteen -year veteran of customer service and call center management from Putnam Hitches USA. His addition will give us greater resources to provide prompt and accurate answers to your technical questions. Billy can be reached at 800-322-2884 Ext. 3323 and by email at bmccoy@riconcorp.com

### REMINDER --- RICON SERVICE SCHOOL ROAD SHOW

The Ricon Road Show is coming to a city near you. If you have not registered for a school near you, **NOW** is the time to do it. Upcoming schools will be in the following cities:

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| April 13 – Orlando, FL | August 10 – Dever, CO |
| May 11 – Atlanta, GA | September 14 – Newark, NJ |
| June 8 – Dallas, TX | October 26 – Baltimore, MD |
| July 6 – Portland, OR | November 16 – Minneapolis, MN |

These training schools will be especially helpfully in understanding the new FMVSS 403 compliant lifts. Register online at www.riconcorp.com **TODAY**.

### 159 UNIT RAMP RETROFIT PROJECT

We are very pleased to announce the successful delivery of 159 FOLDover ramps for a retrofit project at BC Transit in Vancouver, British Columbia. A onetime funding opportunity at BC Transit gave Ricon the chance to provide the FR2-SS ramps to retrofit a part of their low-floor bus fleet. An aggressive 8 week delivery schedule for all 159 pieces was required to meet the funding terms. Ricon was able to pull together resources and organize cross-departmental cooperation to meet the customer's delivery schedule with time to spare. For more information on Ricon retrofit solutions please contact your Regional Sales Manager today.

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