

Subject: SSR Software Change
Applicable Products: SSR Series Products
Effectivity: 02/01/23

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PROFESSIONAL SERVICE TECHNICIANS HAVE THE BACKGROUND AND KNOWLEDGE TO PERFORM MAINTENANCE WORK PROPERLY AND SAFELY.

AN ISSUE DESCRIBED BY A SERVICE BULLETIN DOES NOT NECESSARILY APPLY TO EVERY UNIT IN A PRODUCT LINE. A RICON AUTHORIZED SERVICE TECHNICIAN WILL BE ABLE TO DETERMINE WHICH UNITS CAN BENEFIT FROM THE INFORMATION PROVIDED HERE.

Introduction

This bulletin affects all new production and aftermarket orders of SSR ramps manufactured after February 1st, 2023. This includes warranty replacements of SSR ramps. Operators must be made aware of the changes described in this document to prevent damage to ramp components and/or injury to passengers.

Incorporation

Ricon requires the incorporation of this service bulletin as soon as possible.

Information

Ramp operation is changing due to the removal of the holding function to reduce the amount of force on the ramp plate cam followers.

As-is condition:

- **Holding Function:** During Deployment or Stowage of the ramp, if an operator releases the Deploy or Stow dash switch while ramp is in motion, the ramp stops and hold this position.
- **Manual Operation:** Operator must turn off ramp power via the dash switch to allow the manual operation of the ramp. Failure to do so will exert high forces on the cam followers that may cause them to yield.

New condition:

- **No Holding Function:** During Deployment or Stowage of the ramp, if an operator releases the Deploy or Stow dash switch while ramp is in motion, the ramp will halt motion and coast down to a stop. The new software will no longer allow the ramp to hold a position in ramp travel. During the coast down of the ramp, an operator can reverse the motion of the ramp using the dash switch.
- **Manual operation:** Operators are no longer required to turn off the ramp power at the dash switch to manually Stow or Deploy the ramp. This will ensure minimal forces are exerted on the cam followers.

Caution

Software change should be implemented on new production units, or field modified units by trained Ricon professionals only. The ramp timing must be properly adjusted to work with the new no-hold software. Failure to properly adjust the timing will result in the rapid descent of the ramp plate, creating a potential safety hazard to operators and/or passengers.

Features/Options Affected

- Removed: Holding current that holds ramp plate in place when the Deploy or Stow dash buttons are released.
- Added: Coast down feature when the Deploy or Stow dash buttons are released.
- Added: Ramp reversal feature during coast down of ramp plate

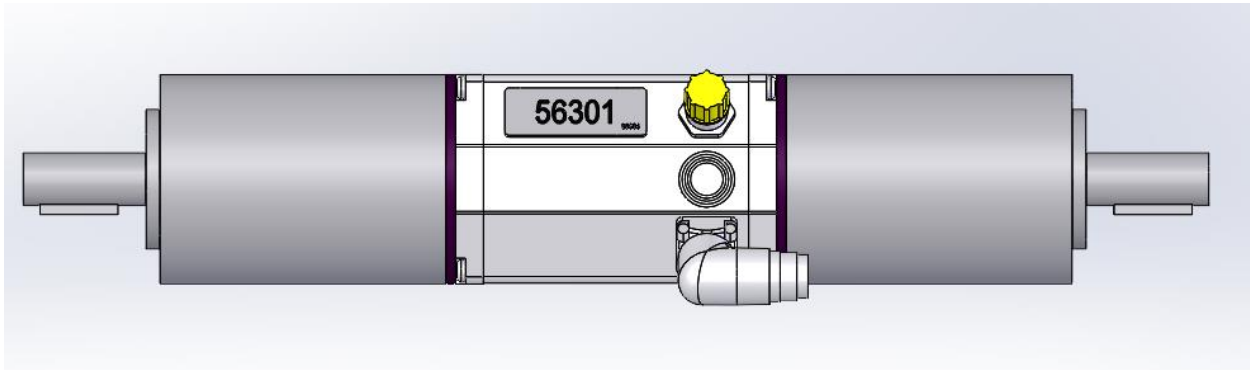


Figure 1: SSR Motor Assembly P/N 56301 w/ Holding Software

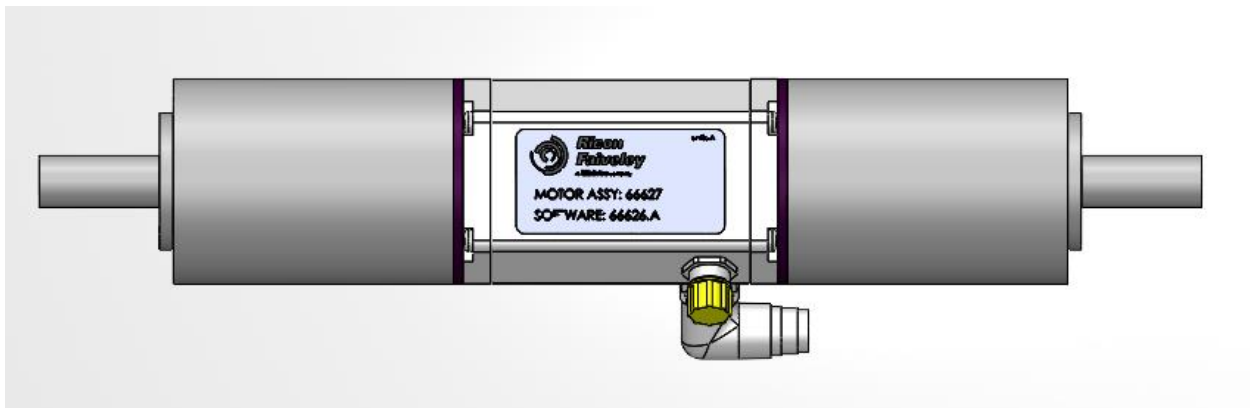


Figure 2: SSR Motor Assembly P/N 66627 w/o Holding Current

For questions or concerns regarding any information contained in this technical bulletin, please contact:

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