

Subject: BUS KNEEL HEIGHT
Applicable Products: SSR Series Products
Effectivity: 01/19/23

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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

SSR ramps may experience mechanical failures of the ramp plate cam followers when the ramps are deployed to ground level from a bus ride height greater than 12".

Incorporation

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

Information

SSR ramps have a max. floor height application of 12" to remain compliant with FMVSS and ADA slope requirements when deployed to ground. In applications where the ramp is deployed to the ground and the bus floor height is greater than 12", the bus needs to be knelt so that the bus floor height is 12" or less. Deploying the ramp to ground at a floor height greater than 12" may damage the cam followers if the ramp is loaded with a passenger.

Caution

Failure of the cam followers may include; breakage, separation, or fracture of the bearing surface, bending of the mounting studs, and shearing of the cam follower shaft. Failure of the cam followers can also affect the operation of the ramp and damage other mechanical components.

Corrective Action

Operators must be trained to kneel the bus to lower the bus floor height when deploying the ramps to ground level. To prevent damage to the ramp plate cam followers, kneel the bus every time the ramp is deployed to ground on vehicles with a ride height greater than 12". Inspect and replace the cam followers if damage is observed.

Parts Involved

55373 (QTY:2, One per side)

Labor

0.5hrs

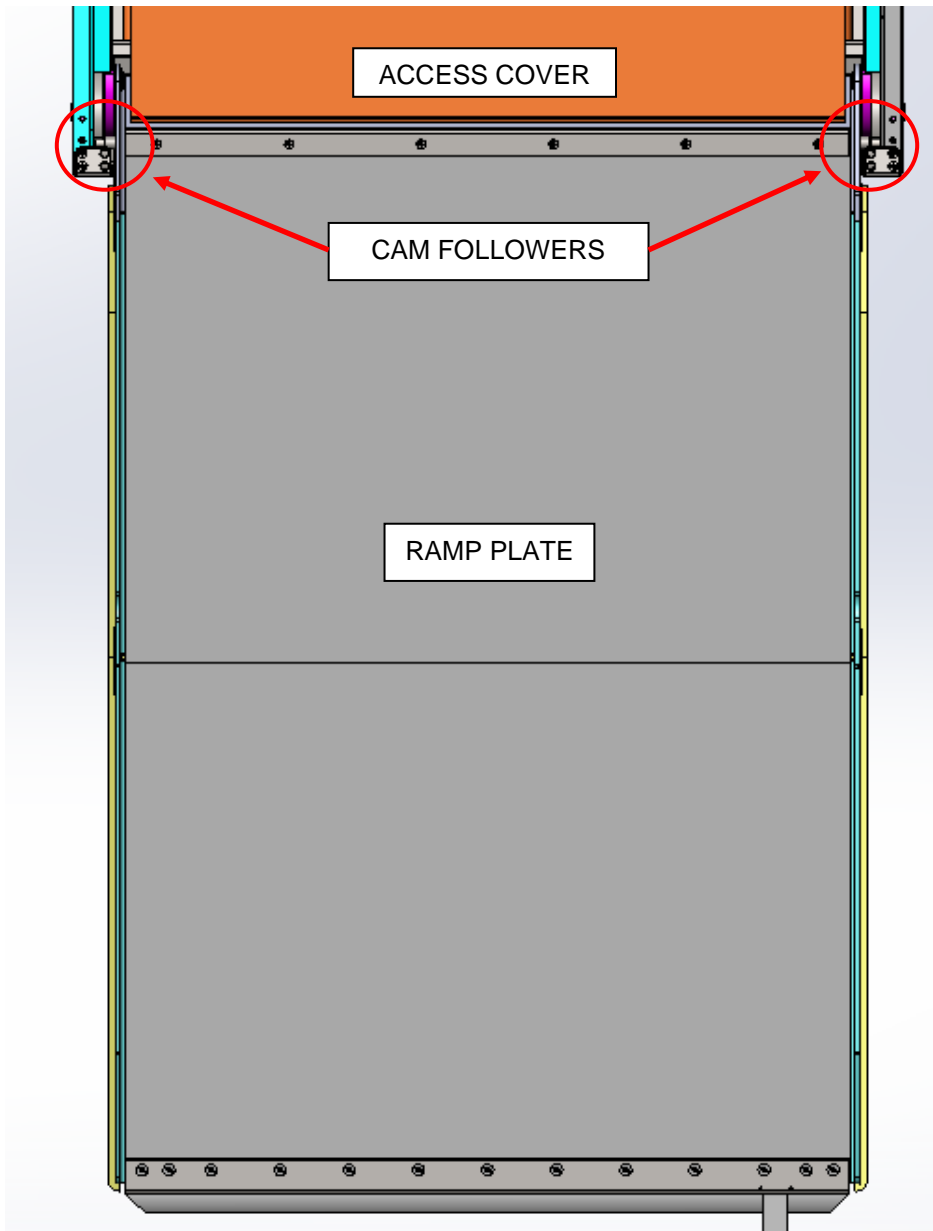


FIG. [1] LOCATION OF CAM FOLLOWERS. ONE ON EACH SIDE

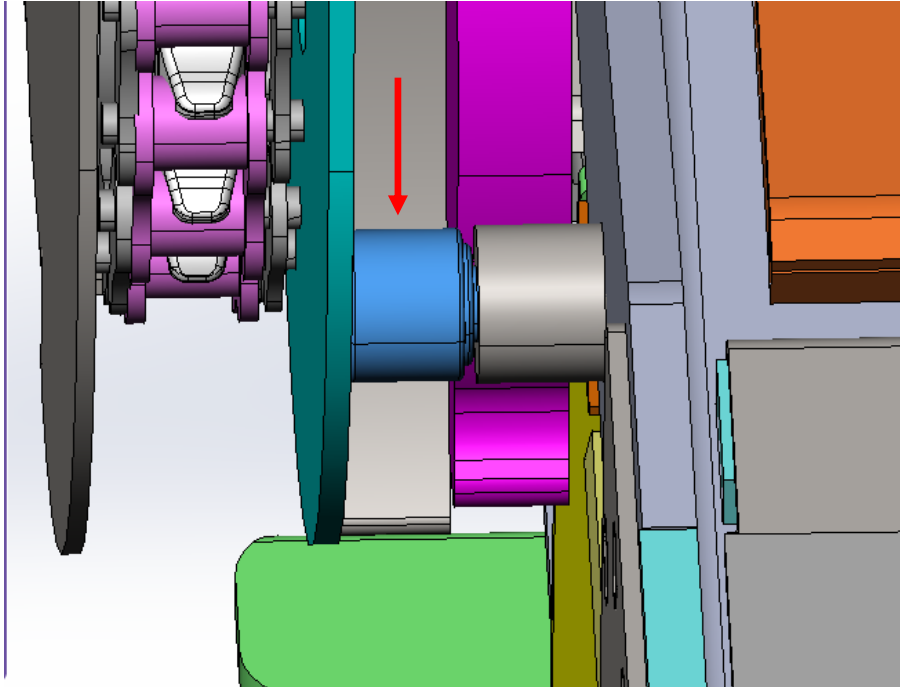


FIG. [2] CLOSE UP OF LEFT SIDE CAM FOLLOWER



FIG. [3] EXAMPLE OF DAMAGED CAM FOLLOWER

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

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