

01-10492442-9914

JAN - 4 2013

[REDACTED]  
Hobart, IN [REDACTED]  
[REDACTED]

December 14, 2012

NHTSA, Director, Vehicle Safety Counsel  
National Highway Traffic  
Safety Administration  
1200 New Jersey Ave – Southeast  
Washington, DC 20590  
(888) 327-4236

Re: 1<sup>st</sup> request for expedited inquiry. Urgent. Please read enclosed deposition, informal and "to whom it may concern"; letter of events and occurrences, including additional parties of interest listing.

Dear Administrator,

I hope after review of the enclosed letter someone could perhaps educate me on matters contained or in areas you feel I need it. Coming from your position of authority, or that which is delegated to other divisions concerning same, your familiarity with inquiries based on perhaps a failed inspection appeal. Involving gas tank safety criteria, which must be followed, I would assume and who and where is this agency name, location, and protocol for modifications which apparently I may need immediately to resolve this urgent problem I am faced with. I pray for any assistance you may offer as we are running a risk with a very old model H.C. van with severe undercarriage rot, it is now in working order; but would hardly be deemed safe by any standards.

My family and I are counting on your help and overall direction is the least. Please respond in writing a.s.a.p.

Thank You Ahead,

[REDACTED]

NH  
010713  
Tfw

JAN - 4 2013

**To Whom It May Concern:**

I am writing to you regarding the following concerns others and I feel need to be resolved based on my urgent need to provide a safe mode of transportation for my family and I. This need became urgent 2 years ago as the Ford 1991 E250 15 passenger van complete with side entry handicapped 'Braun' hydraulic lift has become too old and rusted to maintain.

Being a 100% service connected disabled veteran I applied for assistance from the Veterans Administration for both purchase of and modifications to a new comparable type van. It took a year but finally came together in a purchase of this new Ford 2012 E-350 15 passenger van complete with side entry doors. This was purchased and picked-up from Porter, Indiana near my home approx. Feb. 1, 2012. It seemed an eternity waiting, but was truly worth it at a cost of (deferred) \$57,000, it is the only new vehicle I've purchased since having left for the Navy in 1974. It was a 1974 Plymouth Voyager 11 passenger van with side entry also. It was always useful having been the oldest brother of a large family.

I was very much enabled then; but now it is a different book, as one of my sons [REDACTED] has quadrapalegia cerebral palsy. He has only minor use of his right hand/arm and is now attending college along with my daughter [REDACTED] locally here in N.W. Indiana.

Being 45 miles outside of Chicago led me in the next step of having adaptive equipment installed asap as we had been cited by police for unsafe vehicle use and I brought this to the immediate attention of Rodger/Joe, prosthetics dept. 'Heinz V.A. Hospital' Chicago, IL (708-202-8387 ext 24382 driver re-hab. These two gentlemen determine the need of the veteran and forward this information thru the proper channels and also provided me with brochures on various equipment thru various vendors all listed inside. They also explained this funding was strictly for the veteran and not for his family needs. I disagree with this policy and am working on needed change in this policy.

Within a few days of having picked up my new van and having read deep now into my warranty/service papers, I had to contact the dealership back and ask specifically what installation of after-market i.e., adaptive equipment had to be installed by an approved company so as warranty could not be voided.

One company I had previously heard of which was on both the 'V.A.' list of vendors and 'Fords' approved service companies to complete modifications was a company that listed themselves current with your associations membership named 'Superior Van & Mobility' of South Bend, IN; an approximate 65 mile drive from my home.

I contacted Superior before picking up my new van and arranged to bring the van to South Bend to be dropped off and begin immediately installing the van package we agreed upon. This did not happen on my first trip there. It required my returning to South Bend approximately a week later so as our discussion could be monitored by apparently a senior subordinate but there was no time lost here because they had to open lines of communication between them and the V.A. which John Sass, salesman (certainly no technician) completed before my second trip there.

At this second meeting I sat with both these salesmen listing my needs, and why I had bought such a large van versus buying one mid-size compact van already complete with side entry, as they would have liked me to have done.

Simply as I can possibly explain in a letter, I was as clear as could possibly be with each of the specified needs. Explaining "why" for each item and that I had bought "big" to accommodate not only several people individually in wheel chairs (my sons handicapped friends and other family members) as well as being able to haul a rather large pontoon boat. I had been assured by the 'Ford' sales staff that this was the right weight classification for doing both and that the added height of this van will well accommodate towing clearances and did in fact include the tow (heavy duty) package.

All things seemed to have been discussed, that is the heightened canopy top, heightened doors, dual swivel six-way power seats for driver and passenger, molded fiberglass running boards to match canopy top and replacement vinyl flooring atop of new sub-floor.

Last but not least was the specific type of lift which would best accommodate needed room on vans interior (vs. dual interior post mount) so as to allow movement back and forth of the passenger seat as this is critical to allow swivel of passenger seat to allow patient transfer from wheelchair now behind seat. The under vehicle lift manufactured by 'Braun' seemed to solve everything except for 'their' claim of two things that would be deemed necessary was the need of driveshaft modification as well as exhaust modification to install complete. That in fact 'Ford' had "part numbers" for these modifications.

I was impressed greatly with the idea and asked for this to be proposed so cost between the V.A. and myself could be determined, and since the 'V.A.'s' inspection was necessary for all modifications, that our side agreement be made known to the 'V.A.'s' purchasing agent for clarity of these expenditures (which will be challenged at a time soon). This Mr. Sass completed also.

Regretful as I am for not knowing more about the difficulties which were about to arise, it is necessary that I explain this in detail once and only once so that all vested parties be made aware of the facts regarding these modifications in completeness.

At the second meeting and (prior to their proposed cost in a proposal to V.A) Superior was given great detail of what I wanted in person and not by phone or other means. This specifically was: I was keeping the four bench seats that would remain installed for use with our church on Sundays for when my substitution was called on. Since seats were easily detachable they would be removed by parishoners into storage for the remainder of week or when I asked to have them removed so as I can continue with my handicapped son/friends could attend weekly swim schedules for their therapy at the local middle school. I did not mince words as I knew precisely what I needed.

Approval of Superiors proposal came rather quickly as I had contacted purchasing at the V.A. after our second meeting explaining to them the immediate necessity for this work. They responded favorable. I went into shock after seeing these costs and could not help but feel I was being taken advantage of along with the V.A. Costs were isolated as demonstrate what portion I would be responsible for.

Superiors work totaled \$27,079.00 and my additional cost to this was \$9,320.00 (to date for completed modifications).

Soon after reviewing the Superior proposal I explained I could not afford the additional cost with cash and it would be necessary to have some financing provided by Superior's resources, as my resources were topped out just having bought a retirement home and new van which both required recent financing of their own. But with the V.A.'s help, it was attainable. Mr. John Sass went to work on this immediate need for financing. I assured Mr. Sass that when reimbursement by the V.A. for factory installed adaptive equipment in the amount of \$2,323.00 plus Ford rebate for H.C. accessories reimbursement of \$1,200.00 for a total of \$3,523.00 would then only require financing of \$5,797.00. I then awaited his assistance and I am sure Mr. Sass gave it his best effort including writing a heart-felt letter citing my service to country in getting even Braun to assist us, but with no avail. In the meantime I had contacted other family members and only my aged mother insisted her crippled grandson have this needed feature for his, family and friends use and loaned me \$7,000.00 wiping out her savings.

I contacted John at Superior and told him the good news. Now he was able to order the UV Lift which now had to be manufactured because the one remaining one they had earlier was now gone. However, other progress was being made by Tuscan, the canopy top company, and running board acquisition along with other ordered items he claimed were already delivered and ready to be installed. It is my understanding also during this time after work was to begin there was a mistake on the proposed cost for the canopy as the one John Sass originally proposed brought the raised ceiling only to behind the drivers seat. It would be necessary for head clearance over the drivers head as well so the proposal had to be modified which the V.A. luckily did not contest but did approve.

To the best of my memory, I had to return there two additional times; each with problems, some minor, some major. While now looking hard at the time this is all taking, I was not seeing satisfactory progress being made. It was as if they decided other functions of their business had them doing too many other things that they did not appear to have enough trained technicians to handle the work load Superior was experiencing and thus my van seemed to be the one they worked on when time allowed. It was if the problems and the effort to contact me each time were somewhat selective in occurring based on how much or how little time they had been spending on actual work toward its completion. For example, the seat mounting brackets (removable rear bench seats) could not be mounted as I wished because the sub-floor they installed now made the bolts too short to use and longer ones could not be found anywhere. I offered a solution by templating the floor brackets using pilot holes drilled thru from underneath the vans floor and cut out this area in the sub-floor the size of the seats floor brackets and then covering these two holes for each bench seat bracket with an inspection cover plate of type. Their excuse for not doing this was they could not get to the underside holes in floor due to gas tank or other obstructions. This only because they did not plan properly before sub-floor was installed marking and identifying these locations; 4-bench seats = 8-floor mount brackets = 8-inspection cover plates. Simple then all bolts and associated threaded nuts secured to underside would not now be in accessible and all original bolts and hardware could be continued in use. Likewise with the factory supplied seat belt arrangement for the front two bench seats. The concern for where to place tie-down

restraint rails to floor seemed a no-brainer by installing them strategically as I had requested for locating up to four wheelchairs when bench seats were removed. This is not complete as I requested.

Another problem which developed late July early August was the additional passenger side 6-position motorized swivel chair could not be installed so as it could swivel. I drove a special trip out there for this problem.

The mechanic and John Sass agreed it could not be installed to swivel without hitting the vans column behind the passenger seat; that they had called the factory and no other model was available to counter this problem. Their solution was "we will send it back for you if you don't want it and that they would understand if I chose to do that". Can you imagine after waiting 6-months for your new van to be completed this is what you are being told. I responded with just install the thing and I will hire a machinist to rectify the problem with different mounting hardware and yet be compliant with safety laws and restrictions. So they just installed it the best they could.

When I got home with this van finally in mid-September (7 months later) I sat at my bedside reading the warranty papers on the various equipment installed and discovered the instruction book was clearly never read, as a picture (with part numbers) showing how seat is built to deal with the positioning to acquire the 6-way use it was meant to provide. Simply with a 18 mm socket and ratchet and a 9/16" open end wrench allowed me in 30-minutes to achieve what they were unable to complete. Only if they had read the instructions provided with the seat. Both passenger and driver seats had similar and the identical fail-safe solution for this perceived problem, yet had separate instruction for installation procedures which were almost same. Technicians they are not!

They completely lost focus on why I was having a UV-lift installed in the first place. Without this seat to swivel, I would have went a completely different route saving a lot of time and money and certainly this next problem which will probably be the death of me and perhaps my kids, and this is not to be taken lightly.

On one of my last visits to deliver a check and see the progress on the van in the rear of building, the ramp was in the down position and I did not see the new lowered profile of what this UV-lift presented. We did go thru its operation and safety checklist however it was not ready or complete. I explained my son was having his 21<sup>st</sup> birthday on Sept. 1<sup>st</sup> and would sure like to have it. It seemed I received an accommodating answer. The only thing needed was an inspection by V.A. personnel so they would release funds. What I had to find out the hard way was they had not got scheduled for an inspection and that in fact the only mechanic working on my van was getting married this weekend (before my sons birthday) and would not be able to finish work necessary to secure an inspection beforehand. This is the day I recall signing my name to 50 documents in the space of 10 minutes to review what I was signing. This will never happen to me again. The only thing this company was worried about was getting what money they had coming. Not beyond them was warning me they could be fired if I don't make good on a post dated check within two weeks of having written the check, but yet fully !@#\$well understood the balance of their money would come when the V.A. reimbursed me. This very call is

saved on my cell phone messages. Simply "I hope things with the van are all well and get me money and fast".

Days later I get a call from John notifying me of the successful inspection at Heinz Hospital in Chicago. I was appalled they had not informed me of the time and place of this inspection. I sucked it up and went to pick-up the van and was delighted to drive away in my new ride.

I stopped on the way home to jet spray dust off the van from time-sitting. It cleaned-up beautifully. While washing, the owner of the wash came up to me and cautioned me against leaving the wash bay out the exit due to reversing slope of the pavement; a downhill exit grade. You could clearly see scrapes on the concrete where vehicles had bottomed out while exiting. It was necessary for me to back out of the bay. I talked briefly to the owner as he admired my new van with me. But again cautioned me on the new low profile this UV-lift now presented. I agreed with him in that care will have to be exercised on keeping this unit from being damaged. I was really dumbstruck.

Two days or so later, I took my son and a friend to a theater chain. It had multitudes of traffic jammed up at the entrance where I finally reached to unload my son in his wheelchair; his friend with crutches. As I exerted the control switch to unstow lift after opening the doors, it began to rub the top of the sidewalk just before completely extended and I immediately stopped it. Because I could not drive forward or backward I got out of the van myself and worked the remote to finish the unloading process. Just my weight alone allowed the van to lift up enough to allow the completion of unloading. It stowed away fine then. Upon returning to the theater to pick them up, I parked at a handicapped accessible walk within the front sidewalk. There it had no problem unstowing and down to retrieve my son in his chair. However upon trying to raise it to van floor height, nothing happened. It was though it had no electric going to the unit. I repeated and repeated efforts checking everything from the emergency brake safety feature to, doors being properly opened all the way. Nothing worked, remote dash switches, lift unit switches, tail light switches; all produced no actuation. I did not want to go to emergency procedure and manual operation of the lifts controls. It was very cold and began raining hard while this was occurring. Finally I had my son get off the ramp earlier, to lighten the lifts load in effort, but what finally worked was trying to lift up on the ramp while rocking the van. This tripped something and we were able to then load him. We got home late after this and managed to unload him in my alley just fine. I thanked God.

Given the many days I spend flat on my back unable to move due to my back condition the few and necessary days have been difficult for me and now am using the van on Wednesdays only to take my son and his scribe to college.

I've put less than 350 miles on it in approx. 5-weeks (no school Thanksgiving). Each time use has caused the stalling of the lift on at least 6 occasions. Approximately a month ago; my friend and mechanic for over 30 years who is a FAA Certified Airframe & Powerplant Mechanic, crawled under this vehicle and came out with this; "if it were me, I'd return it to be done correctly, as the gas tank is in the way of allowing this lift to be mounted higher and to get that gas tank moved somewhere else as it is an

accident waiting to happen" and he personally would not be driving with any of his own kids in it (meaning he won't be borrowing it anytime soon).

Since then I have had two other 'Ford' mechanics I know look under it, and they basically agreed with the first guy. This is no way comforting and I am !@#\$\$% mad about it. Superior had assured me this was top of the line and even underscored modification parts have been manufactured to accommodate this installation in its proper and safe form. They have not lived up to this responsibility and have demonstrated they are capable of distributing equipment they are not educated about or qualified to install. I should not have to be going through this. I have now spent upward of \$100,000 of the V.A.'s and my families money to only be very worried about what I am to do to rectify the problem. Imagine spending that kind of money on a handicapped van and not being able to offload your child in his wheelchair without parking in the middle of the !@#\$\$%lot just so the ramp/lift can be used rather than at the standard walk/curb combination (by code not to exceed 6" in height). This is ridiculous.

Approximately three weeks ago I drove to Winimac, IN where the Braun Corporation is headquartered on a Wednesday afternoon after picking my son and scribe from school. We figured this would be an enjoyable country ride I had yet to do. An approximate 60 mile ride.

I entered their main office and requested assistance from the receptionist. She asked me to wait and I did. I then met Kenny Fisher, support tech and Elaine Haschel, case manager (800-488-0359) and out to the van he began to talk about what I was so unhappy with and what questions do I have. I responded with my concern for the stalling of the lift and would he inspect it and tell me if it has been installed properly being this is their equipment they should be able to tell by observation and trials which we did. Afterward he understood my concern but insisted it is installed properly and the lift could be raised another 10" if the gas tank were relocated. I asked him whose responsibility would it have been to inform me of this and the option available. He did not answer this question however went on to demonstrate to me, my passengers and his assistant Elaine how the lift (being scissor type) is being asked to do much at furthest extended range as it is now sequenced, and that stalling is going to continue because of this problem!

It is only working at its ranges now by virtue of the draw, and its currently installed low parameters as the result of the interfering gas tank. He suggested having the work done to better serve my high profile van which is relocating gas tank to rear (completely different gas tank made by ? "Trans-Fuel") this would not only require removal and disposal of existing gas tank and fill ports; but the cutting in of new fuel port in the side of the van and installation of 44 gallon tank made by Ford. But this would require hanging spare tire on a back door mount and needed a custom cover to hide the spare tire allowing room for the new tank. According to Ford parts, all new fuel lines will have to be run as well as the new needed fill hole and neck with gas cap properly vented cut in. No job for a novice of unskilled company. Ford also could not tell me if the 2" reese towing bar will be in the way of the new gas tank.

When I last left Kenny and Elaine at Braun they said they would get back with me soon as they completely understood my concerns. No call came and when I called Kenny and Elaine in the past week they did a complete 180 degree turn in their admitting their complicity in this matter, clearly in front of

my passengers. On the way home we discussed how that meeting should get us the wanted results. Boy was I wrong. Their turn around is an obvious attempt to put the blame of acceptance on me. I left them with the note that it sounds as if only litigation is going to resolve this – I hope I am wrong.

Hopefully this can be accomplished by your association acting as a mediator and assist me in remedy of the above. Preferably sooner than later. The clearance off the pavement of this particular UV lift is unacceptable and lets just pray no one burns to death because of a stalled lift, which we not all know what the !@#\$ well problem is!

Safe transportation is vital for all people, handicapped alike. I plan to continue researching who the proper governing authorities are to oversee manufacturing and equipment installation of vehicles permitted on our roadways. Surely the D.O.T. or N.T.S.B. should have their requirements met. They are plenty aware I am sure of the multitudes of debris and unplowed snow and fallen ice matter that will always be a naturel hazard on all roadways everywhere. Therefore, and from previous records of accidents, there should be inspectors and inspection locations where the gullible motoring public can have access for the safety of everyone's family.

I will respond to any and only written responses or questions I receive. I appreciate your interest.

Thank You,

A solid black rectangular redaction box covering the signature area.

From:

[REDACTED]  
Hobart, In [REDACTED]

To: National Medical Equipment Dealers Association – NMEDA  
3327 W. Bearss Ave  
Tampa, FL 33618  
Phone (866) 948-8341 Fax (813) 962-8970

Re: Adaptive Equipment Installed by an Associate Member:

Superior Van & Mobility of S. Bend, Indiana  
3725 W. Cleveland Road Suite 400  
South Bend, IN 46628  
Phone: (574) 271-1175 (866) 340-8267  
Fax: (866) 850-5638

Contact: John W. Sass

E-Mail: [jsass@superiorvan.com](mailto:jsass@superiorvan.com) or [superiorvan.com](http://superiorvan.com)

Adaptive Equipment Supplied by (under vehicle lift and controls):

The Braun Corporation

631 W. 11<sup>th</sup> Street P.O. Box 310

Winamac, IN 46996

Phone: (800) 488-0359

Fax: (574) 946-2304

Contact: Elaine Haschel, Caseworker Kenny Fischer, Support Tech



Additional Parties of Interest

US Dept of Veteran Affairs  
Regional Office  
575 N Pennsylvania St  
Indianapolis, IN 46204-1581  
Phone: (800) 827-1000  
Fax: (317) 916-3812  
Contact: E. Lima, Director

Indiana Dept of Veteran Affairs  
302 W. Washington St Room E120  
Indianapolis, IN 46204-2738  
Phone: (317) 232-3910  
Fax: (317) 232-7721  
Contact: Charles T. Applegate, Director John Newsom, Deputy Director

A.M.R.A.I. Chapter 16: Life-Member: #17290  
American Military Retirees Association, Inc.  
5436 Peru St Suite 1  
Plattsburgh, NY 12901-3539  
Phone: (800) 424-2969 (518) 563-9479  
Fax: (518) 324-5204  
Contact: Ronald K Knepshield; National President

Disabled American Veterans – DAV national & regional offices  
Federal Building Room 320  
575 N Pennsylvania Street  
Indianapolis, IN 46204-1591  
Phone: (317) 916-3615 (800) 827-1000  
Fax: (317) 636-5567  
Contact: Deandre Greer, NSO

Property & Casualty Insurance Company of Hartford  
200 Hopmeadow Street  
Simsbury, CT 06089  
Phone: (877) 805-9918 claim service  
(800) 423-6789 customer service  
Contact: Andre A Napoli, President - The Hartford

Re: Underwriting liability concerns arising from recently added customizing equipment coverages.

A53051-1

Insured: Acct Name [REDACTED]  
Auto 2 H.C. Adaptive Equip

Additional Parties of Interest

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48121  
Phone: (800) 392-3673  
Contact: After market adaptive equipment modify for H.C. lift (side & under) 2012 Ford E350 van

National Highway Traffic  
Safety Administration  
Administrator – NHTSA – Vehicle Safety Counsel  
1200 New Jersey Ave, Southeast  
Washington, DC 20590  
Phone: (888) 327-4236 vehicle safety hotline  
<http://www.safercar.gov>

Publication of 2012 Ford E350 15-pass van  
Portfolio contact:  
Helm Incorporated  
P.O. Box 07150  
Detroit, MI 48207  
Phone: (800) 782-4356 M.F. 8am – 6pm EST  
[www.helminc.com](http://www.helminc.com) cr. Card/check/money order

Publication of: (QVM) Qualified Vehicle Modifiers by Ford Motor Co  
P. 13 Warranty Guide no-list  
Go To [www.fleet.ford.com/limo](http://www.fleet.ford.com/limo) or call Earl 1-800-34-FLEET 343-5338  
Limit of 9,900 #QVWR (800) 392-3673 alt #

**To Whom It May Concern:**

December 14, 2012

Re: Additional Parties of Interest Unlisted (un-contacted)

In an attempt to refrain from making empty threats, please know no attempts have been made to slander the providing companies of equipment for this van, only statement of facts which are open to questioning are clearly stated herein. No attempt to secure council has been made yet. No effort has either been made to retain services or recommendations from the Consumer Protection or reporting agencies or that of the Indiana Attorney General's Office, nor has any complaint been filed with the BBB.

However next in the event of non-compliance by the equipment providers to these unlisted Parties of Interest (un-contacted) to the said terms and conditions of agreed arbitrational body once "default" is admitted by the installation company and maker of the equipment.

A current deadline of Wednesday, January 2, 2013 is now given prior to the above listed action to be taken if failure to disclose their intentions on having this vans needed work to be properly and safely completed, in not only a reasonable amount of time but also by a QVM; Qualified Vehicle Modifier as defined by 'Ford' Motor Company.

Respectfully Yours,

A solid black rectangular box used to redact the signature of the sender.

[REDACTED]  
Hobart, IN [REDACTED]  
[REDACTED]

December 14, 2012

Superior Van & Mobility  
3725 W. Cleveland Road  
South Bend, IN 46628  
(574) 271-1175

Dear John

In response to your previous letters, please find the enclosed letter I have now forwarded to the parties listed. Yes I am still the proud owner of a new and improved van, but only to a certain point which I intend to rectify. Then and only then will the funds you so desperately desire, be released.

I have spent the bank attempting to achieve what I know is possible and we certainly are not there yet. At least without having to spend one more dollar in achieving these ends.

As this may take more time than I had certainly would have hoped. I will remain patient for the final outcome; I hope you can also!

Respectfully Yours,

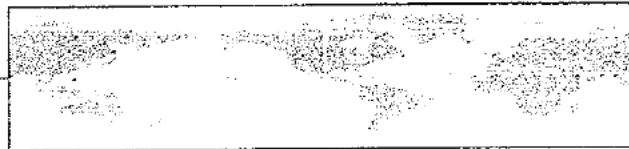
[REDACTED]

International Corporate Headquarters:

**The Braun Corporation**  
631 W. 11th Street  
PO. Box 310  
Winamac, IN 46996 USA  
**1-800-THE LIFT**  
(574) 946-6153  
FAX: (574) 946-4670

[www.braunmobility.com](http://www.braunmobility.com)

**THE BRAUN CORPORATION**  
"Providing Access to the World"



December 4, 2012

[REDACTED]  
Hobart, IN [REDACTED]

Lift Model: NUVL603C Lift Series/Serial: 03-01731  
Case#: 14886

[REDACTED]

When we spoke on November 29<sup>th</sup> you requested that I send a summary of the conversation between yourself and The Braun Corporation on your October 12, 2012 visit to our Braun manufacturing facility.

During our visit, Kenny Fisher, who is our corporate UVL Specialist, looked underneath your van and also at every component of your lift install. Kenny determined that Superior Van and Mobility in South Bend correctly followed every guideline that Braun requires in our application guide.

The primary concern that you mentioned was with ground clearance. At that time, Kenny explained the install does meet requirements for ground clearance. He explained that the only option (*not a requirement*) he thought could potentially gain additional clearance would be by changing from the current OEM gas tank to an aftermarket tank. Kenny explained that he wasn't certain if this was doable, but this would be the only potential solution he could see for your concern. He also explained that this additional modification would be at your expense because the lift does meet the guidelines for ground clearance so this change would simply be made to better accommodate the personal needs of you and your son.

You also mentioned your frustration in not being able to curb load/unload your son. Kenny explained that we do not market or recommend that our UVL be used for curb loading. There are too many possible ways to damage the lift or injure the wheelchair occupant by curb loading.

We recommend that you discuss possible options with Superior Van and Mobility as we are simply the lift manufacturer. Our dealers handle all sales, service and installation of our products. I'm certain that Superior Van and Mobility will be willing to help you in any way that they can.

Please feel free to contact me if you have any further questions.

Sincerely,

Elaine Haschel

[REDACTED]  
Hobart, IN [REDACTED]  
[REDACTED]

December 14, 2012

The Braun Corporation  
631 W 11<sup>th</sup> St  
P.O. Box 310  
Winamac, IN 46996  
(800) 488-0359

Re: Oct 12, 2012 visit to Braun-Winamac, IN  
Conversation of Nov 29, 2012 by phone and Braun letter dated Dec 4, 2012: Elaine Haschel

Dear Elaine,

Having read your letter, found amongst garbage mail only a few days ago, I must say I am bewildered by the extent of how short-minded we can all get. I guess in that I asked at least twice in our phone conversation to please be thorough in your letter to me recording the events of my visit in October for reasons which you are aware.

Even more wary am I now not reading of the 30 minute discussion curtailing why the lift was stalling, and how Kenny was certain it may very well be a problem which will continue even after it's 1<sup>st</sup> & 2<sup>nd</sup> adjustments are completed. Because of the design (scissor-type lift); whose parameters are extended to it's lift height maximum due to the height of current use (too low) as installed.

Consequently, to add to this major problem was now the inability of off-curb loading, and absolutely no other previous indication of this being "unsafe due to"; now mentioned in your last letter. I fell rather sure the technician whom invented this lift was a genius and could never give their approval on such a statement, had the lift been properly installed. Thus diminishing its actual value if this statement were true; as curb on/off loading is an absolute necessity. If it were unsafe, why are thousands of others doing just that. Simply go to any mall, university, school or municipal facility and observe how often this is being done. This is the type of flexibility I am determined to own. I would hate to think all those pictures Kenny and you took will not be used for something constructive as the lesson he and you gave to my passengers and I that day will be. The difference in settling this matter is in likeness to misinformation vs. missed information; which is; what salesman would all the first vs. the latter blow a \$37,000 transaction?

Respectfully Yours,

[REDACTED]

[REDACTED]  
Hobart, IN [REDACTED]  
[REDACTED]

December 14, 2012

Mr. Edward Bowman, Prosth Proj Mgr  
c/o. Jesse Brown VA Medical Center  
820 A. Damen Ave  
Chicago, IL 60612  
(312) 569-8387 (direct 7652)

Re: Significant shortfalls and possible danger existing as a result of improperly installed vehicle chairlift  
And stalling of lift at unexplained intervals. Challenging times which lie ahead in achieving  
satisfactory outcome. Please read attached letter, "To whom it may concern, prior to reading this  
request letter.

Dear Mr. Bowman,

Please allow me before asking for your help once again to thank you and your staff so very much for the most wonderful type of generosity my family and I have ever been a party to and appreciation for this lifetime equipment which will serve this family to its core, everyday, for a long time to come I pray. It has amazingly helped us in knowing, there truly is a Jesus. I pray for the souls who feel different. Our needs are being met, so let me say if its ok, I have met angels along the way. Thank you again each and every one.

Problem if you read is, I also met some demonic pop-ups too. It appears as if greed has again reared its ugly head in my life and the battle is on; since "Braun" is out to deny complicity in this matter.

It seems there bed partner "Superior Van & Mobility" has been thrown under the bus by "Braun". Braun knows well my problem with the clearance issue is not my need as the first persons ever to raise this issue and no need to re-invent the wheel here. It is a simple fact this is not a proper installation by any stretch of the imagination. I know now they have known this all along, all the way back to having ordered the under vehicle lift at all those additional cost the VA would not compensate for; leaving approximately \$9,300.00 for me to pay. They (Superior) were not going to blow a \$37,000.00 sale over what they presumed could be smoothed over with me as being worried about nothing. No wonder they wanted all their money before driving away.

I will be waiting for a response from N.M.E.D.A. as well as proposal from them to rectify all these issues, as is in my opinion having rendered my new vehicle as unfit for winter driving or any other roadway hazard negotiating pot holes of even small appearance could be the one to cause severe damage to this undercarriage as installed. I am notifying all parties including my insurance companies underwriter for

recommendations they may insist upon since they are the insuring party liable for replacement cost should any matter arise and I sure as heck pray not.

Having spoke to Rodger last I promised I would keep all of you abreast of occurences, namely what N.M.E.D.A. stated as he recommended their notification; and any other information as it became available. He stated he would keep in touch with you on the matter.

If you have any advice or suggestions for me I hope you will offer such as I have tread upon an area of little in-sight. One heck of a lot of money has been spent by the VA to help me and again I am grateful. I just cannot sit back and be crapped on as only a moron would. This is a huge lesson in accountability for them (Braun/Superior): it is not rocket science. Their job is to solve for mobility problems not create new ones. Mr. Bowman there is a real issue here which highlights the word danger; from failing to exit in a hurry to exiting van parallel when parked along sidewalk to an explosion vs. fire from a ruptured gas tank as the condition for this truly exists and desperately needs remedy.

As my alternate Ford van is a 1991 15-pass extended van rotted to the core,(cited twice by police as unsafe) and I simply cannot afford a rental. I should not need a rental !!! My cost for this van to sit is over \$900.00/mo incl. insurance & plates, and I have been paying this since February 2012, and have put only 350 miles myself on this vans mileage in just over 2 months. I want to use my van again and be warm driving it.

Thanks Again,



[REDACTED]  
Hobart, IN [REDACTED]  
[REDACTED]

December 14, 2012

Rodger Kelsch; Driver Re-Hab  
c/o Hines VA Medical Center  
5<sup>th</sup> & Roosevelt Rd  
P.O. Box 5000  
Hines, IL 60141  
(708) 202-8387 x24382

Re: Follow up letter on discussion regarding van and adaptive equipment purchased for above veteran. Letter N.M.E.D.A.

Dear Rodger,

I have completed what you requested of me. A formal statement has been mailed to N.M.E.D.A. in Tampa, FL. Along with the statement when mailed were several other parties of interest I have mailed the same to, some with cover letters as this one, explaining what they need to know or what it is I am asking of them. Mainly I am in search of any information which might lead me to the one or more proper authorities who have the jurisdiction and say-so on what is legal vs. what is not. I now have to drive to and pay visit, and fee if necessary, to make the inspection while I am present; so as I might witness for myself and certain others what the law enforces on this matter of safety.

As I said before, I feel both the V.A.'s money and my money are both at risk. I will continue to do my best to see it remains protected, as is the lives of my family the greatest things I have, and I do not want to lose either over some stupid oversight.

The van is going in for scheduled servicing and protective coating paint protection Dec 17, 2012 to Jan 11, 2013. It will be parked and protected until this matter is resolved and corrected. By whom is not established. As I promised I will keep you informed of all matters and concerns promptly.

Any questions or suggestions please correspond in writing for record purposes. It would be deeply appreciated and/or answered to the best of my ability.

Sincerely,

[REDACTED]

[REDACTED]  
Hobart, IN [REDACTED]  
[REDACTED]

December 14, 2012

U.S. Dept of Veteran Affairs  
Regional Office  
575 N Pennsylvania St  
Indianapolis, IN 46204-1581  
(800) 827-1000

Re: Handicapped van and adaptive equipment provided by VA for above listed veteran

To whom it may concern:

Please review attached letter detailing the obtaining of needed transportation recently acquired by the above veteran. While I have other correspondence being already sent to VA Department and staff critical to having obtained this transportation mode, it is my understanding funds for the original purchase of the van came from VA Regional Office; Indianapolis, IN and therefore they too have a vested interest in the failure of this van and new equipment in whole.

Although I am not sure what it is I am asking of your offices, that would least be for your offices to contact the party having completed the work, and put them on notice of your monitoring the progress in correcting the mind set and equipment found not suitable for use currently. I am sure the VA had intended a much more user friendly piece of equipment; as to date they (VA) have spent a considerable sum of money on me, to have it for use, not found in normal every day unhindered use, given my overall health now which absolutely requires unimpeded operation and availability to my family and I always.

When I speak of 'my family' including my quadrapalegic son with Cerebral Palsy ([REDACTED]), under current VA policy he or they do not matter, that in fact funding for this mode of transportation is for the veteran only. That his use of this van is only coincidental. Consequently needed equipment for him on family vacations and at other times would restrict him to riding a thousand miles in his wheelchair and not in a comfortable front seat (needed for personal lateral support). Separating my families needs from this standpoint sucks terribly and I have been singled out to pay over nine thousand dollars I feel should not have been necessary. My family is far more than just a fiscal part of my life, but rather a more permanent existence. I am appalled at the callousness in this policy and I formally request reconsideration on this matter.

Mr. Edward Bowman, Prosthetics of Jesse Brown Medical Center, Chicago, IL is the person approving requests for the adaptive equipment needed by the veterans currently. He is the contact which made it clear to me I would not be receiving any assistance for my handicapped son and certainly did not apologize for that. He is by the book and I truly admired the !@#& out of this man and his staff. He was just doing his job with those sad set of orders for which I am not pleased.

Please consider this an appeal if at least not a reconsideration. There is absolutely no logic to this since 'family' is written all over its mission (VA)! I have recently spoke with my congressman about this matter and he requested I contact his aide so it could be looked into soon. I told him I would do that and plan to do so today. I am a reasonable man but totally unable to overlook this matter and do not feel the VA should either.

Any assistance your office or staff can provide me would be truly appreciated as is all previous assistance. A heartfelt thank you is deeply given to all concerned.

Sincerely,

A solid black rectangular box used to redact the sender's name and signature.

[REDACTED]  
Hobart, IN [REDACTED]  
[REDACTED]

December 14, 2012

Indiana Dept of Veteran Affairs  
302 W Washington Street Room E 120  
Indianapolis, IN 46204-2738  
(317) 232-3910

Re: VA assisted purchase of van and adaptive equipment

Dear Mr. Applegate,

Could you please read my attached letter "to whom it may concern". It is necessary if you are interested in being of assistance to my family and I. My reason for asking your assistance is I have lived in Indiana all my life. I have lived a full life here and am a proud Hoosier for it; having been raised here as well as raising my own family in this great state. However I am retiring to the Arkansas Ozarks to care for my mother there along with a bit of fishing, I pray. Your work for the veterans here in Indiana especially makes you a brother in arms; past, present and future and I would feel obligated to help you if asked in any way, shape or form.

I am also requesting the interest and assistance of other VA departments administrators and staff to spearhead my recent problem incurred with my needs for reliable and efficient transportation. I hope sincerely in the future veterans qualified to receive the assistance in the vans purchase and necessary adaptive equipment installation, that somehow the "Veteran Beware" be signified to the point of available assistance from the VA to circumvent the repeat of various difficulties experienced by other veterans. A type of transparency mandated in VA loans.

I have in effect spend taxpayer dollars in the form of an investment into my family and I that in total now does not meet the needs of the qualified veteran. Greed has trumped better judgment in failure to inform the vulnerable recipient. Overwhelmed by someone else paying for it, I do not want someone to think I am one bit ungrateful, but quite the contrary instead. This investment will serve my family and I for a long time, however if you read my letter to the VA regional office the term "my family" is not to be the benefactor but rather the veteran only are these funds made available. Please don't be one of them to just throw my disabled son under the bus, speak up rather for the reason a veteran becomes a veteran: "family"!

Further evidence of "veteran only funding", (in regards to qualified disabled veterans) vs. the including of family members; is had the veteran not become disabled, service connected, he/she could very well today be able to provide for the needs of his family as well as all the other benefits VA currently supply these families. And thank God for the additional benefits the state of Indiana currently provides and all three of my children college as a result of remission of fees and on and on. But yet there remains shortfalls which I believe God will provide if not the courts. The VA not funding the nine thousand

dollars for additional modifications for my son with cerebral palsy is hard medicine to swallow. He has the use of two fingers on his right hand and that's pretty much it. However he is committed to a career in law enforcement/forensics and has been told he will graduate, having enough credits already, with an Associates Degree in June of 2013 and remains on the deans list. He insists he will figure out how to survive without taxpayer assistance no matter what it takes. This van is crucial to his attending college. Why is "veteran funding only" placed on this benefit?

I would appreciate any suggestions you may have in helping resolve these issues. Other veterans I know recommended writing you as you too are a true Hoosier and an excellent director serving veterans from all over this state including Lake County.

Respectfully Yours,

A solid black rectangular box used to redact the signature of the sender.

[REDACTED]  
Hobart, IN  
[REDACTED]

December 14, 2012

Mr. Deandre Greer, NSO  
Disabled American Veterans  
National and Regional Offices  
Federal Building Room 320  
Indianapolis, IN 46204-1591  
(317) 916-3615

Re: Disabled service member need for collective effort by funding parties to correct unlawful  
Transportation by a listed VA vendor

Dear Mr. Greer,

As I have contacted you by phone regarding this matter back in April 2012, then was the problem of having to pay \$9,000.00 out of pocket for my new vans installation of adaptive equipment needed to accommodate my handicapped son as well as myself being handicapped in my efforts to handle him when transporting him. I explained to you how Mr. Bowman of Jesse Brown, Prosthetics, Chicago, IL had informed me and was specific the funding for the van and equipment were for the veteran only not his family or other disabled family members. I was livid over this and you assured me he was correct and that I would have to file a dispute letter with the VA and send you a copy. Well here it is !!

Only now is a much more complicated situation I've been boxed into. Please read my enclosed letter to whom it may concern". This pretty much sums up what is happening. Additionally please find other letters to concerned parties and those I am just asking for their support by virtue of authority as well as ability to remove this company from your vendor list if their attitudes and compliance don't fall into shape.

Please pay special attention to the letter to A.M.R.A. denoting how I am on the verge of financial collapse and cannot afford to just hire any attorney nor do I have any attorney friends (no wonder why) to assist. It will probably require a good lawyer and a decent judge/jury to get these people/parties to admit complicity. I am not sure where else to turn to.

One thing for certain is this vans use is desperately needed now as it was two years ago when I started the process.

Thank You Again,

[REDACTED]

[REDACTED]  
Hobart, IN  
[REDACTED]

December 14, 2012

A.M.R.A.I. Chapter 16  
5436 Peru Street Suite 1  
Plattsburgh, NY 12901-3539  
(800) 424-2969

Re: Disabled veteran 100% service connected, needing pro bono legal assistance

Dear Mr. Kneppshield,

If you can find time to read my attached letter you will see I am doing all I can in desperation to get my new van in an acceptable, safe condition to use. I have been writing many letters to the parties of interest in attempt to reach the one person whose authority might weigh heavily on the companies attempting to do me wrong by charging me more money for work I did not know would be necessary.

The condition they leave me with is absolutely uncalled for and would not be occurring had they better understood the equipment they sold, or for a sale of \$37,000 just for adaptive equipment; selective disclosure as I'm sure they (Superior Van) knew !@#\$well I would not have accepted the condition and problems I now own. In excess of \$100,000 I cannot off-load a wheelchair onto a sidewalk with a vans whose profile has van floor 18" above the pavement.

It seems apparent by their lack of action/response I am going to need legal assistance I can in no way afford right now. I am completely tapped out with two minors just starting in college and the purchase of a retirement home in Arkansas near my aged mother. Still having to pay rent and utilities here in Indiana until summer break in which they can transfer school has now left me !@#\$near penniless. No ones fault but my own. Disability pension compensation and social security are fixed incomes and already spent after food.

I pray you can direct me to the proper channels to get legal assistance and protect my new purchase (with a lot of VA assistance). These are companies with lawyers on retainer because they screw up more than were allowed to know about. But my family and I cannot safely drive this new van and it is a crying shame that greed is such an element. Please advise.

Truly Yours,

[REDACTED]

[REDACTED]  
Hobart, IN [REDACTED]  
[REDACTED]

December 14, 2012

Property & Casualty Insurance  
Company of Hartford  
200 Hopmeadow Street  
Simsbury, CT 06089  
(800) 423-6789

Re: Insured Policy # [REDACTED] Acct. # [REDACTED] - Auto 2.  
Insured: [REDACTED] Rider: Handicapped Adaptive Equipment  
Assigned value: \$40,000.00

Dear Underwriter,

While I am not an attorney, there are times I wish I were. In this case maybe they would not be screwing with me as I do not have patience for greed driven [REDACTED] as I am working with now and that is the problem, their work.

Please read the letter "to whom it may concern". This is my best attempt to tell the story which has unfolded over the past year and \$100K of the VA's and my hard earned money and mothers savings. She is very old and tired and it would probably kill her to hear of what is going on concerning this vans purchase.

As my insurance companies underwriter, I am asking you review this information carefully and determine, if you will, how it is you might can help me.

Example would be if you threatened or worse yet cancelled my insurance due to any unsafe conclusions you arrive at, the VA would be forced to do more than threaten the vendor (Superior Van & Mobility) with removing them from their supplier/vendor status of VA adaptive equipment.

Although I am sure it may be threatening enough to lose VA business it won't help me as a whistle blower to get the warranty and service work performed by an approved center based on locale, I cannot be comforted in them doing the work now owed me.

I know you are the last people that should be told this is 'an accident waiting to happen' as the latter would be you talking to me like I had been a complete moron for allowing it to happen, and not seeking re-dress before such an occurrence. This is an attempt to collect a debt, not just cover my [REDACTED]/yours. Anything you say to do will be possibly used and hopefully not in a court of law.

Sincerely,  
[REDACTED]

[REDACTED]  
Hobart, IN  
[REDACTED]

December 14, 2012

Ford Motor Co  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48121  
(888) 327-4236

Re: Recently purchased 2012 E350 Ford 15-pass van – Please see attached letter  
“to whom it may concern”

Dear Automaker,

I wish my writing you would only be to gloat over the purchase of my 2012 Ford E350 15-passenger van with a V-10 engine, heavy duty transmission, with a tow package rear end. What more would any man desire, in contrast with all other vehicles on our roadways here and around the globe.

After reading the attached letter, you are now witness to my ~~not~~ not having the time or will to gloat as an un-qualified vehicle modifier (QVM) it appears, not being on your list, has done structural modifications to my new van that has compromised its safety, in a number of ways which are listed. I am deeply worried.

Any information or entities you can provide me with for factual use or regulatory requirements to be met, or even agencies who make up the final say or law body which gives approval would be information most valuable to my family and I. I do not want anyone killed or maimed for life not do I want to damage my new van as it is badly needed and now parked.

Having spent the bank (in excess of \$100K) to have this nice piece of shining armor infuriates me. My family no less they waited a long time for something nice and they still feel the wait was worth it.

I beg to differ with them as my already stressed finances (\$800/mo for van alone – no gas); and now having to wait another school year to move to the retirement home in Arkansas I bought just before this van (which was not completed in time to move this past August 2012, but now requiring summer of 2013).

I pray this can all be resolved by then; as this company (Superior) snails pace has about broke me. Having to hire a lawyer to what I liken to re-inventing the wheel, is not only absurd but unjust as well. Please know I am doing my best for now is controlling my anger and pray for strength in dealing with it. Please become involved.

Sincerely,  
[REDACTED]

[REDACTED]  
Hobart, IN [REDACTED]  
[REDACTED]

December 14, 2012

Lakeshore Ford  
244 Melton Rd  
Burns Harbor, IN 46304  
(219) 787-8600

Re: Purchase of 2012 Ford E350 15-passenger van

Dear Jim,

I have got to enjoy my new van for a little over two months now. It is a dream. Your assistance has proven invaluable to my family and I and I hope for you to meet them soon someday. I believe I am the envy of my neighbors and extended family thanks be to your work landing it.

It had been with the H.C. adaptive equipment installer since having picked it up this past February. Longer than just 7 months I know, but, they gave a lot of reasons for delays. I took it on the chin and am now driving it. I am the only person to drive it and if you read the attached letter you can understand why. When I picked it up the mileage was up from some 800 miles and now has 1,300 miles. The indicator light for oil change due is on. I have personally only put 500 miles on it. Therefore I am asking you to schedule the maintenance due, as well as the overcoat paint protectioning system I have coming. I have drove it only locally and not out of state as I have yet to go to Arkansas in it to my home there and pick-up the title and plates. I am 100% free of any state excise or property taxes on the vehicle due to my V.A. disability rating there, however, in Indiana excise tax is in excess of \$500.00 for the first year alone.

I really need your services again and hope you will help us again soon! The weather is closing in and snow with ice is bound to arrive soon. I would like this overcoat application done a.s.a.p. and overseen by you to insure proper preparation and the adequate application of the coating work. College is now on break 4-weeks plus a few days where I can sacrifice having it, as I have arranged other modes of travel for it, period of 12/14/12 to 1/14/13. I have not driven the van while it was wet or raining and I will not drive it in snow, or on salt covered roadways leaving a narrow window of opportunity. Once the application dries, I will be good to go outside then but not before. This will be deeply appreciated. Again, my daughter [REDACTED] is wanting and going to get a new vehicle soon as well (Ha!).

Again something of major importance is at front-center with me if you have read the attached letter. Some leg work is necessary by you to help me here. Without repeating myself I hope you can understand my dilemma and help me with answers that will help me to work thru this.

When I purchased the van I told you of a list from the V.A. that unauthorized certain after-market adaptive equipment dealers to do the work needed to my new van, achieve compliance, and obtain funding available from the V.A. to complete the work in my behalf. Concerned about changes to the roof, doors, and other features to do this. I was worried about my continued warranty in its effect to do all this and asked if you likewise had a list of QVM's (Qualified Vehicle Modifiers) that Ford recognized.

When I ran the name of Superior Van and Mobility of South Bend, IN you responded that they were one of them. However I did not see you look on the computer or out of a book but said you not but just recently had another experience with same in the not so distant past. I went on to use that company and now I found out from Ford Public Relations Dept. that could not be confirmed by Ford. It is here nor there on that issue as the work has most all been completed, however not to complete satisfaction.

Additional work is going to be necessary and I hope all the parties involved with this handicapped issue turn to the same page and eat what they failed to disclose at the time of sale.

You can be a big help in first of all getting my initiative rebate of handicapped equipment purchases form completed so I can receive my \$1,200.00 from Ford Motor Company. This is 200.00 reimbursement for running boards on van (invoice provided) and \$1,000.00 reimbursement for vehicle alterations and equipment now installed. I also obtained the doctors prescription for the needed lift and accessories listed on the website worksheet given to me by Brian in August of this year. Still to be answered is my question about the "delay in warranty" listed as though if warranty is dormant while being prepared for handicapped person (this is approx. 8 mos.) and started once picked-up by customer. This rebate money is urgently needed for downpayment on my daughters new car!

Second big issue is the 44 gal rear gas tank made by Ford (per your Parts Dept) along with fill neck, venting, cut-in opening for fill with hinged cover (silver) and necessary fuel lines and wiring harness changes and fuel level indicator including pump, filters, straps, and access gasketed entry cover plate and hardware to install complete. This is not going to be used in combination as spare gas tank; as other mid-van located gas tank is to be removed and fill port abandoned. It is understood that spare tire will have to be relocated to rear left door on hinge mounted carrier which will need fiberglass cover assembly (silver) to cover spare tire (as custom vans provide).

The big question is: Can the 2" reese-style hitch bolted to frame underneath rear of van still remain if this 44 gal tank is to be installed there also. I will die if cannot be!

I must be able to tow at will with this gas tank relocation completed, and spare tire must be externally mounted. I know this may seem to be one big pain in the Jim, but God willing and your help, I will get thru this; Amen.

Thanks Again,



P.S. I will contact you very soon! I will need some part #'s & cost, possible some company to install?

FIRMLY

PLEASE PRESS FIRMLY

UNITED STATES  
POSTAL SERVICE

1006



20590

POSTAGE  
PAID  
HOBART, IN  
46342  
DEC 28, 12  
AMOUNT

\$5.90  
00066552-07



UNITED STATES POSTAL SERVICE

W40-304

Flat Rate Mailing Envelope

Visit us at [usps.com](http://usps.com)

From/Expéditeur:



HOBART, IN [REDACTED]

INTERNATIONAL

United States Postal Service®

**DELIVERY CONFIRMATION™**



0312 2120 0000 4495 8755

NATIONAL HIGHWAY TRAFFIC  
SAFETY ADMINISTRATION  
1200 NEW JERSEY AVE,  
WASHINGTON, DC <sup>SOUTHEAST</sup>  
20590

ATTN: VEHICLE SAFETY ADMINISTRATOR  
(888) 327-4236



PS00001000014

Schedule package pickup right from your home or office at [usps.com/pickup](http://usps.com/pickup)  
Print postage online

EPI14F November 2011 © U.S. Postal Service

This packaging is the property of the U.S. Postal Service® and is provided solely for use in sending Priority Mail® shipments.  
Misuse may be a violation of federal law. This packaging is not for resale. EPI14F © U.S. Postal Service, November 2011. All rights reserved.



Please  
Recycle