June 19, 2012

Ms. Jennifer Timian
Office of Defects Investigation
Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

VIA E-MAIL (rmd.odi@dot.gov) and OVERNIGHT

Re: Identification Number EQ12-005
Safety Recall 12E-002

Dear Ms. Timian:

We are in receipt of your letter, dated June 11, 2012 concerning the Braun Corporation Safety Recall 12E-002 and ABC's purchase of one of the affected wheelchair lift units. ABC has had the opportunity to investigate this matter and has located the following information that may provide clarification with respect to the one Braun wheelchair lift purchased by ABC.

The wheelchair lift at issue was purchased by ABC from Braun Corporation on or about July 2, 2009 by ABC's Florida service shop (see attached Purchase Order 5053381). The Braun wheelchair lift was purchased in order to complete a service request by Walt Disney World to remove an old wheelchair lift and replace it with the Braun lift model NCL9191B. ABC performed this wheelchair service repair work on a Chevy C4500, Unit 10468, owned by Walt Disney World (see attached Service Invoice 000389515, dated July 21, 2009). ABC has also verified that Braun Corporation did in fact send a Safety Recall notification, dated March 30, 2012, to Walt Disney World concerning the Braun lift (see attached).

As you can see from the above ABC purchased the Braun lift to complete repairs to a vehicle owned by Walt Disney World. Upon ABC's information and belief this was not an instance where ABC installed the lift in a new vehicle and subsequently sold the new vehicle to the customer.

We trust this should provide you with the necessary additional information. Should there be any questions or concerns please feel free to contact me at (407) 287-3060.

Thank you.

Regards,

ABC BUS COMPANIES, INC.

Ashley Cornell
Vice President Customer Care

Enc.

17469 West Colonial Drive ▪ Winter Garden, FL 34787
800.222.2871 ▪ 407.656.7977 ▪ Facsimile 407.905.7010
www.abc-companies.com

17469 West Colonial Drive
Winter Garden, FL 34787
Ph: 407-656-7977 Fax: 407-905-7030

Date
07/02/09

Order Number
5053381

Revision no.

Purchase Order COPY

Supplier:	Supplier No.	Ship to:
Braun Corporation 631 West 11th Street Winamac IN 46992 Contact: Ph: 888-965-1414 Fax:	44661	ABC Bus, Inc. 17469 West Colonial Drive Winter Garden, FL 34787 Ph: 407-656-7977 Fax:407-905-7030

Ship via:

Sold to:
ABC Companies, Inc.
1506 30th Street NW
Faribault, MN 55021
Ph 507-334-1871
Fax 507-334-0246

Your Reference	Our Reference	Currency
		USD

Payment terms	Freight Terms
Net 30	Collect

Delivery Method	Delivery Terms
Ground Transport	FOB Shipping

Ln	Item Number / Description	Quantity	U/M	Unit Price / Suppl Item no.		Deliver On / Discount	Ext. Amount
1	**FL-140-00** FrameShop Sublet-Parts & Labor	1	EA	3157.85	EA	07/02/09	3157.85

Agreement no
Invoice 0849360 and Invoice 847978

Order Total	3,157.85

ABC COMPANIES

Service Order Invoice COPY

ABC Companies
17469 West Colonial Drive
Winter Garden FL 34787
Ph: 407-656-7977
Fax: 407 905-7050

Invoice date
07/21/09
Invoice Number
000389515

Send Payment to: ABC Companies 1506 30th St NW Faribault, MN 55021

Payer		Customer	
14071	Walt Disney World Companies PO Box 10120 Lake Buena Vista, FL 32820	14071	Walt Disney World Companies PO Box 10120 Lake Buena Vista, FL 32820

Year	Make/Model	Serial number	License number	Mileage
	C2045 VH		000001C2045	

Del date	MCO Number	MCO Opened	Payment	Warehouse	Invoiced by	Written by
07/24/09	0003332108	07/21/09	Net 30	A50	DLAWRENCE	

Job	Service	Description	Qty	U/M	Price	Amount
010	OAD10	**repair wheel chair seats**				

Concern: **PO#3003744296**
Customer request wheel chairs lift installed
in chevy C4500 Unit#10468.
VIN# 1GBC4C1696F403046

Comments: Transported vehicle to shop, removed old lift from vehicle, prepare vehicle for new lift installation. Installed lift Model# NCL919IB-1, S.N. CA-01092. Checked system operation (good).

	Labor		14.00	Hours	79.00	1,106.00
				Total Labor		**1,106.00**
Item:	FL-140-00	**FrameShop Sublet-Parts & Labor**	1.00	EA	4,214.00	4214.00
				Total Parts		**4214**
				Total Parts & Labor		**5,320.00**

Warranty Disclaimer

The manufacturers' warranty on parts constitutes the only warranties with respect to the sale of this item/items. All warranties, either express or implied, including the warranty of merchantability, and fitness for a particular purpose are hereby disclaimed. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items or the rendering of the services here under. ABC shall not be liable for incidental or consequential damages. The buyer waives all liability of ABC for any damages arising from contract, negligence, or strict liability in tort. No language in any other customer document or purchase order shall supersede language contained herein.

Shop Supplies and Hazardous Waste Disposal Charges

This charge represents costs and profit to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

Motor Vehicle Repair Registration Certificate
MV38648

Description	Amount
Labor	1,106.00
Parts	4,214.00
Shop supplies and environmental fee	
Job Total	5,320.00
Adjustments	0
Sales Tax	
Invoice Total	5 320.00

FINANCE CHARGES will apply if the new balance is unpaid one month from the closing date of statement. The "FINANCE CHARGES" are computed by a periodic rate of 1.50% per month which is an ANNUAL PERCENTAGE RATE of 18.00% applied to the unpaid balance after deducting current payments and/or credits appearing on this statement from the previous balance, or the highest applicable rate allowed by law.

Customer Signature

SAFETY RECALL – OUTER ROLLSTOP BARRIER LATCH
ON BRAUN CENTURY AND VISTA 2ND GENERATION PARALLEL ARM LIFTS

March 30, 2012

Walt Disney World
1000 Carcare Dr.
Lake Buena Vista, FL 32830

Dear Braun Lift Owner:
Lift model, series and serial number: NCL919IB-2 CA-01092
NHTSA Recall Identification Number: 12E002

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

The Braun Corporation has decided that certain (series AA through DA) Century and Vista 2nd generation Dual Parallel Arm model wheelchair lifts manufactured from November, 2006 to September, 2010) may develop or exhibit a defect related to the outer rollstop latch. This defect may result in a passenger falling from the elevated lift platform and being injured or killed.

If you used recalled lifts as original equipment in a system or vehicle that you built, you must notify the National Highway Traffic Safety Administration (NHTSA) and conduct a safety recall. It is critical that the NHTSA guidelines are followed in a timely manner and that your customers are notified to discontinue the use of their vehicles until they schedule a repair. You may contact the NHTSA with questions by calling the Vehicle Safety Hotline at 1-888-327-4236 or go to http//www.safercar.gov.

Your lift, identified above, **is affected.** To correct this condition, please contact your local authorized Braun Dealer and schedule an appointment.

The work will take less than one hour to complete. However, additional time may be required depending on your inspection and their shop schedule.

Please bring this Owner Notification Form with you at the time of your appointment and give it to your dealer. This form identifies the lift and the service that is required. Once again, an approved Braun service technician will perform the compliance retrofit.

If you have any problem obtaining the needed repair, or wish to schedule service with an approved Braun technician, please contact The Braun Customer Experience Group at 1-800-488-0359. A Braun Product Support representative will arrange for prompt attention to your lift.

We regret any inconvenience this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this non-conformance without charge and within a reasonable time, you may submit a written complaint to the Administrator, National

Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 1-888-327-4236.
Thank you for your attention to this important matter.