

International Corporate Headquarters:

The Braun Corporation
631 W. 11th Street
P.O.Box 310
Winamac, IN 46996 USA
(800) 488-0359

www.braunlift.com

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



To: All Commercial Dodge RT ADA Dealers,

Subject: NHTSA Daimler Chrysler Fuel Fill Tube Retention and Rear Suspension Coiled Spring Hat Retrofit Recalls. NHTSA Recall Numbers: (10V-164: Coil Spring Hat) & (10V-148: Fuel Fill Tube)

I am writing to inform you that The Braun Corporation recently initiated two recalls that concern 2008-2010 Dodge Grand Caravan and Chrysler Town and Country commercial ADA lowered floor conversions. These two recalls affect the exact same vehicles and are best performed together; we estimate the labor time to perform these two recalls will be less than 3.5 hours. We will soon be notifying all vehicle owners we have record of, and that are affected by these recalls, via U. S. Postal Service First Class Mail. The letter being sent to customers will contain the NHTSA required notification documents as well as information the recipient will need to know in order to have their vehicle inspected/repaired. In taking this action, The Braun Corporation is hoping to lessen the burden on our dealers in contacting the persons or agencies affected by this action.

We will be using a registration company to supply us with the name and address information for end users affected by these recalls. However, you may be asked to research your company customer records for end user information in the event registration information cannot be found. If you are contacted by Braun to research customer records, please provide the end user mailing address information to Braun and we will be happy to mail this information directly to the owner of the vehicle.

Please remember it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by the notification under a sale or lease until the defect or noncompliance is remedied. In other words, if you have a Dodge Grand Caravan, or a Chrysler Town and Country with a Braun ADA conversion affected by either of these recalls in your possession, it must be inspected and if necessary repaired before you can sell the vehicle. Note: Any Dodge Grand Caravan or Chrysler Town and Country with an ADA conversion shipped from Braun after March 29th, 2010 is not affected by this recall.

In taking this action, Braun continues to place the safety of our customers at the top of our priorities. We are also committed to support our dealer partners in their effort to service their customers. It is our hope that the steps outlined in this letter will serve to reaffirm that commitment and acknowledge the value we place in our working relationship. Should you have any questions with regard to the matters outlined above, feel free to contact The Braun Corporation's Customer Experience Department at phone number (800) 488-0359.



Rick Nelson, Director of Product Support

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DEALER
SAMPLE

Dear Valued Braun Customer:

The Braun Corporation is committed to keeping you informed of important information concerning the Braun product you purchased from an authorized Braun Mobility Dealer. Our emphasis on building the safest and most reliable products is likely among the reasons you have chosen Braun for your Mobility needs and we appreciate and value your business.

The attached two recall notifications are our way of keeping you safe and satisfied with your vehicle. We are asking you read and follow the instructions carefully. In total the installation of these retrofits should take less than 3.5 hours to complete.

We regret any inconvenience you may incur in answering this recall notification. Please know that The Braun Corporation will continue do our part to keep you safe and secure and will remain committed to standing by the mobility products we sell.

Best Regards,

Ralph W. Braun
Chief Executive Officer
The Braun Corporation

Braun Corporate Quality Policy:

Together, we will meet or exceed customer expectations. We pursue activities that lead to continual improvement through inspection, analysis and regular review throughout the organization of our quality objectives.

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SAFETY RECALL – REAR SUSPENSION SPRING HAT RETROFIT ON 2008-2010 DODGE/CHRYSLER ADA CONVERSIONS MANUFACTURED BY THE BRAUN CORPORATION

Customer Name
Address
City State

DEALER
SAMPLE

Vehicle Identification Number: XXXXXXXXXXXXXXXXXXXX
NHTSA Recall Identification Number: 10V-164

Dear Entervan Owner,

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

The Braun Corporation has decided that certain 2008-2010 Dodge and Chrysler ADA mobility conversions may contain a defect which relates to motor vehicle safety. This defect may present itself with a rear tire rubbing noise, or noticeable rub marks on the upper coil spring support (*coil spring hat*) on the driver's side and possibly on the passenger side of the van. As a result, passengers, pedestrians, or other motorists may be injured or killed.

Your vehicle, identified above, is affected. To correct this condition please take your vehicle to the mobility dealer from whom you purchased the vehicle. If this is not possible, please call 800-488-0359 and a Braun Customer Experience Representative will direct you to a Braun approved mobility dealer who can perform the required repair as needed. An approved Braun Dealer service technician will perform any additionally required action.

This spring hat retrofit should take approximately 3 hours to repair both the passenger and driver side areas. However, additional time will be required due to other repairs that are necessary on your vehicle, reference recall number 10V-148 enclosed. In total, approximately 3.5 hours of service time should be expected.

Please contact your mobility dealer service center and schedule an appointment. Please bring this Owner Notification letter with you at the time of your appointment and give it to your mobility dealer. This form identifies the vehicle and the service that is required. Once again, an approved Braun service technician will perform the inspection and any additionally required action.

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 defect 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 matter.

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SAFETY RECALL – FUEL FILL NECK RESTRAINT ON 2008-2010 DODGE/CHRYSLER ADA
CONVERSIONS MANUFACTURED BY THE BRAUN CORPORATION

Customer Name
Address
City State

DEALER
SAMPLE

Vehicle Identification Number: XXXXXXXXXXXXXXXXXXXX
NHTSA Recall Identification Number: 10V-148

Dear Entervan Owner,

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

The Braun Corporation has decided that certain 2008-2010 Dodge and Chrysler ADA mobility conversions may contain a defect which relates to motor vehicle safety. This defect may present itself with a rear tire rubbing noise, or noticeable rub marks on the fuel fill neck on the driver's side. As a result, passengers, pedestrians, or other motorists may be injured or killed.

Your vehicle, identified above, **is affected**. To correct this condition please take your vehicle to the mobility dealer from whom you purchased the vehicle. If this is not possible, please call 800-488-0359 and a Braun Customer Experience Representative will direct you to a Braun approved mobility dealer who can perform the required repair as needed. An approved Braun Dealer service technician will perform any additionally required action.

This fuel fill neck strap retrofit should take approximately 1 hour. However, additional time will be required due to other repairs that are necessary on your vehicle, reference recall number 10V-164 enclosed. In total, approximately 3.5 hours of service time should be expected.

Please contact your mobility dealer service center and schedule an appointment. Please bring this Owner Notification letter with you at the time of your appointment and give it to your mobility dealer. This form identifies the vehicle and the service that is required. Once again, an approved Braun service technician will perform the inspection and any additionally required action.

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 defect 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.

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**SAFETY RECALL
NOTICE**