

International Corporate Headquarters:

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

www.braunmobility.com



Name:
Address
City, State, Zip

March 30th, 2012

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 recall notification is our way of keeping you safe and satisfied with your lift. We are asking you to read and follow the instructions carefully. Your local Braun dealer is familiar with this retro-fit and is anticipating your communication. Once your vehicle is scheduled for service, the repair should be completed in less than one hour. If you need assistance obtaining an authorized Braun dealer, please contact our Customer Experience Group at (800) 488-0359.

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

Rick Nelson, Director of Product Support.

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.

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

Dear Braun Lift Owner:
Lift model, series and serial number:
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.