

## OWNER RECALL NOTICE



DATE: April 12, 2012

**TO:** Owner  
Address  
City, State, Zip Code

**Subject: Elkhart Coach / Braun series AA through DA Century and Vista 2  
NHTSA Recall # 12E002**

Dear Valued Customer:

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

### REASON FOR THIS RECALL

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

#### **The Problem:**

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>.

#### **Affected Vehicle Models:**

Model  
ECI and ECII

Model Years  
November, 2006 to September 2010

A total of 761 buses had Braun Lifts installed by Elkhart Coach a Division of Forest River, Inc.

## **WHAT WE WILL DO**

**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.

If Elkhart Coach fails or is unable to remedy this potential defect without charge and within a reasonable period of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Your safety and satisfaction with your Elkhart Coach product are important to us and we regret any inconvenience to you.

Please contact Carrier Hotline at 1 800-793-4741 if you have any questions.

Sincerely,

Mike Sweitzer  
Elkhart Coach a Division of Forest River, Inc.