

MAIN MOBILITY

9580 Main Street • Clarence, NY 14031 • Phone: (716) 759-6811 • Fax: (716) 759-6812

Safety Recall Notice

April 16, 2012

«Customer_Name»

«Customer_Address_1»

«Customer_Address_2»

«Customer_City», «Customer_State» «Customer_Phone»

Re: Safety Standard Non-Compliance Recall Notification 12E002, (Braun # 12E002).
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

«Vehicle_Year» «Vehicle_Make» «Vehicle_Model»

VIN: «VIN»

Braun Wheelchair Lift Model: «Lift_Model», Series & Serial Number: «Lift_Serial_»

Dear «Customer_Name»:

Our records show that you may have one or more vans built, altered, modified or sold by Main Mobility, Inc. that has a wheelchair lift built by Braun Corporation between November 2006 and September 2010, inclusive. The Braun Corporation has determined that a safety related non-compliance with FMVSS 403/404 exists in these wheelchair lifts.

!!!IMPORTANT!!!

- Your Braun Wheelchair Lift is being recalled.
- Contact Main Mobility, Inc. or The Braun Corporation immediately.

WHAT IS BEING RECALLED:

This recall applies to certain (series AA through DA) Century and Vista 2nd generation Dual Parallel Arm model wheelchair lifts manufactured from November 2006 to September 2010).

WHY IS IT BEING RECALLED:

These lifts may develop or exhibit a effect related to the outer rollstop latch which may result in a passenger falling from the elevated lift platform and being injured or killed.

WHAT YOU AS THE OWNER SHOULD DO:

Immediately contact the Braun Corporation to be directed to the nearest Braun dealer or repair agent. You can do so by calling Braun Customer Service at 1-800-488-0359.

You may also call Main Mobility, Inc. by calling 1-716-759-6811 for assistance in locating the nearest Braun dealer or repair agent.

WHAT MAIN MOBILITY, INC. WILL DO:

Main Mobility, Inc., in cooperation with Braun, will either repair the defect in the lift or direct you to the nearest servicing Braun dealer that will repair the non-compliance at no cost to you.

WHAT THE BRAUN CORPORATION WILL DO:

The Braun Corporation will provide the approved Braun dealer with the parts and materials required to complete the repair required.

The work will take less than one hour to complete. However, additional time may be required depending on the inspection of your lift and the inspecting shop's schedule.

Please bring this notice with you at the time of your appointment and give it to your authorized Braun dealer. This form identifies the lift and service that is required. Once again, only an approved Braun service technician can complete the compliance retrofit.

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact Braun Customer Service at 1-800-488-0359. You may also contact Main Mobility, Inc. at 1-716-759-6811 or tmcgraw@mainmobility.com with any questions or concerns.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Thomas McGraw
General Manager
Main Mobility, Inc.