





# TURTLE TOP

Division of Independent Protection Co., Inc.  
67819 State Road 15  
New Paris, Indiana USA 46553

## SAFETY RECALL NOTICE

If Turtle Top or Braun 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>.

We regret any inconvenience which this action may cause you; however, Turtle Top and Braun are concerned about you and your passengers' safety. Thank you for your attention to this important matter.

Sincerely,

Janet L. Kercher-Dudley  
Turtle Top Standards Engineer

Matthew S. Sausaman  
Turtle Top Operations Manager

Enclosure: Braun Safety Recall Letter, Product Information Page, Service Bulletin 37679

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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



March 30, 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.

A handwritten signature in black ink, appearing to read 'Rick Nelson'. The signature is fluid and cursive, with a prominent 'R' and 'N'.

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

Product Information:

Lift model, series and serial number:  
NVL917FIB-2 & CA-00614  
NHTSA Recall Identification Number: 12E002

INDEPENDENT PROTECTION CO INC  
67819 SR 15  
NEW PARIS, IN 46553-9115

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 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 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.

# Safety Recall Notice

## Service Bulletin 37679

February 2012

Applicable for NCL and NVL Series AA-DA

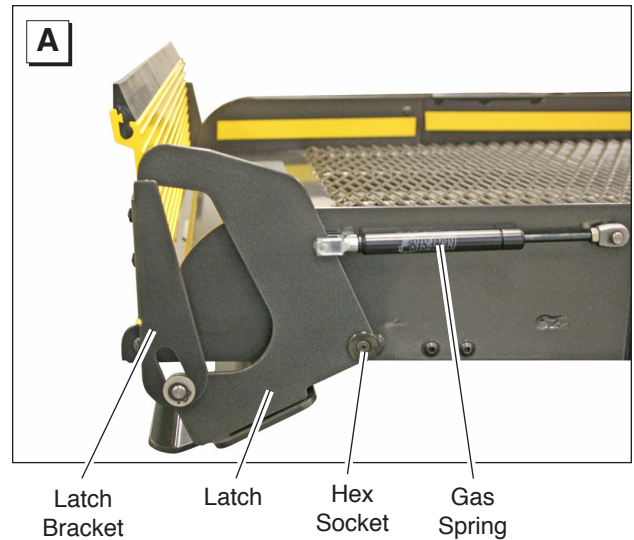
Installation Kit 945-12E002



Scan to View  
Instructional  
Video

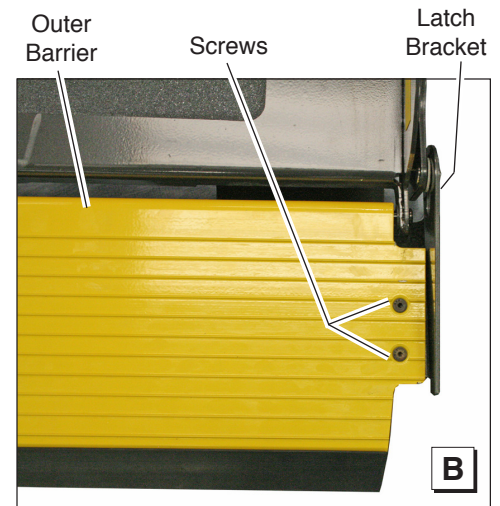
### Front (Right) Side Retrofit Procedure

1. Deploy lift to floor level.



2. Remove gas spring. See Photo A.

3. Remove two screws securing outer barrier to latch bracket. Discard screws and nuts. See Photo B.

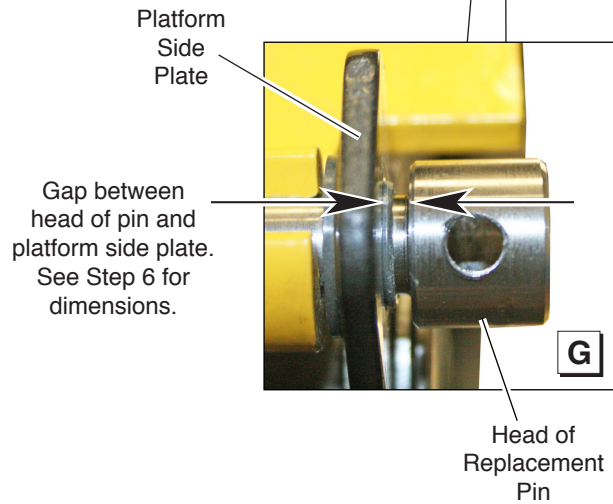
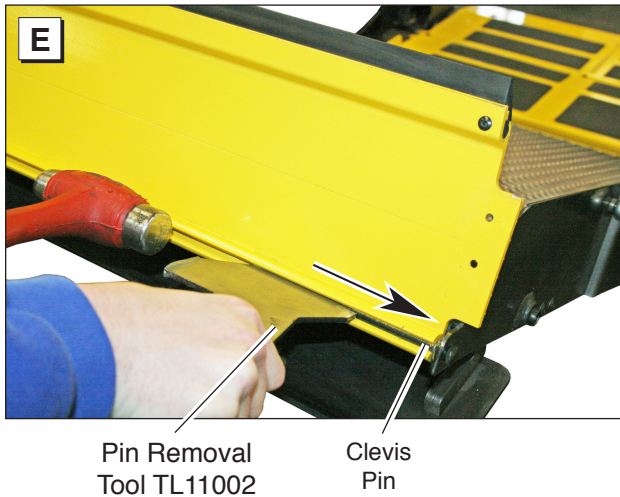
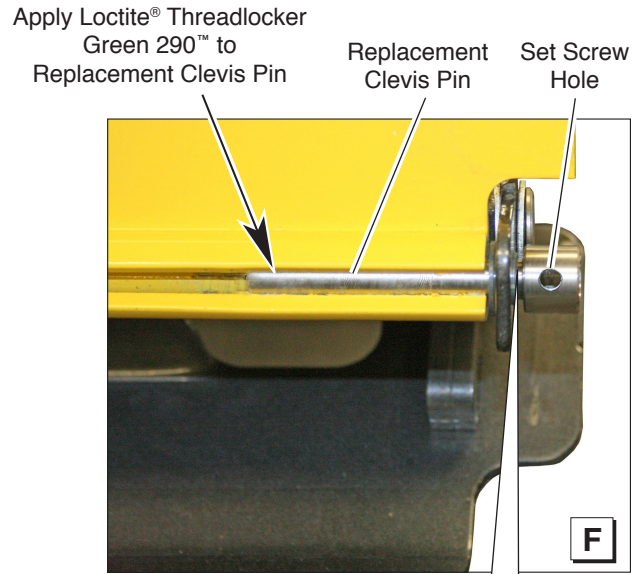
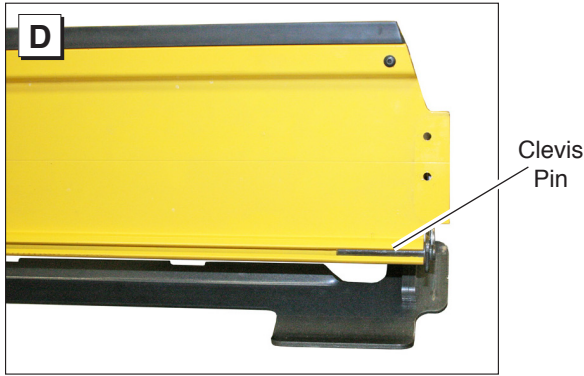


4. Remove hex socket and washer securing outer barrier latch to platform. Keep screw and washer. See Photo A. Remove and discard bracket/latch assembly. See Photo C.

Outer Barrier  
Bracket/Latch  
Assembly



# Outer Barrier Latch, Bracket, and Clevis Pin Retrofit 37679



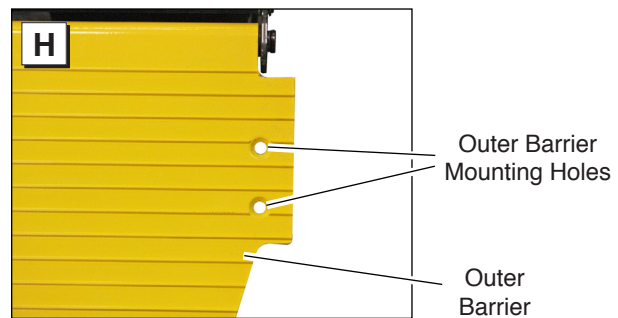
5. Remove clevis pin from platform/outer barrier using pin removal tool TL11002. The clevis pin is a friction fit and removal may be difficult. See Photos D and E.

6. Install replacement pin. Temporarily install roll stop pin cap on roll stop pin to avoid damaging the head of the replacement pin during installation. Remove cap. Refer to Photo J. Ensure that a gap exists between the head of the replacement pin and the platform side plate (See Photo G):

- Century: 1/16" gap both sides
- Vista: 1/8" gap on microswitch side, 1/16" opposite side.

During installation, position set screw hole facing outward for easy access. Apply Loctite® Threadlocker Green 290™ or equivalent on clevis pin after installation. See Photos F and G.

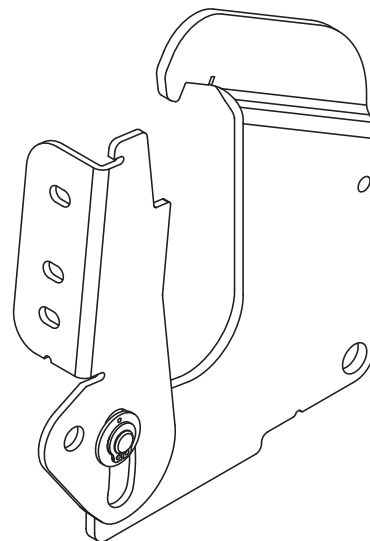
7. Drill outer barrier mounting holes to 1/4" diameter. See Photo H.



## Outer Barrier Latch, Bracket, and Clevis Pin Retrofit 37679

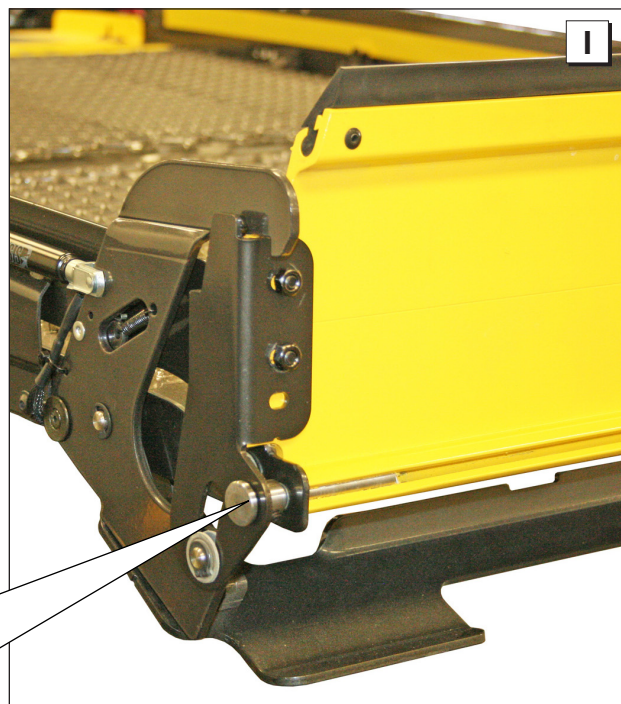
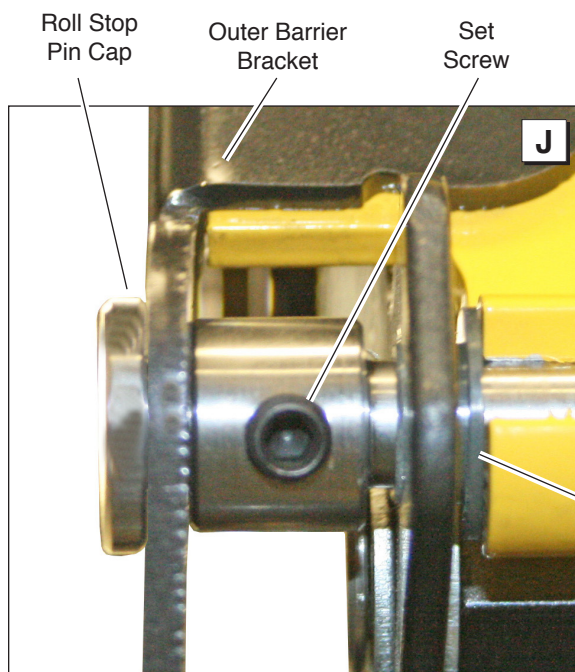
8. Install replacement outer barrier bracket/latch assembly using hex socket and washer removed in step 4. Apply Loctite® Threadlocker Blue 242™ or equivalent on threads. Refer to Photo A and Figure 1.

**Figure 1**



9. Attach latch bracket to outer barrier with supplied screws and nuts. Refer to Photo B.

10. Install roll stop pin cap. Apply Loctite® Threadlocker Blue 242™ or equivalent on threads. Secure with set screw. See Photos I and J.



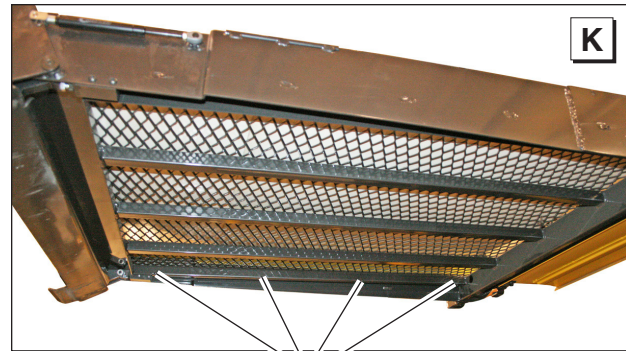
Ensure Plastic Flange  
Bearing Remains in Position

# Outer Barrier Latch, Bracket, and Clevis Pin Retrofit 37679

## Rear (Left) Side Retrofit Procedure

11. Perform steps 2 and 3.

12. Remove wire ties from microswitch harness and disconnect outer barrier microswitch harness. Discard. See Photos K and L.



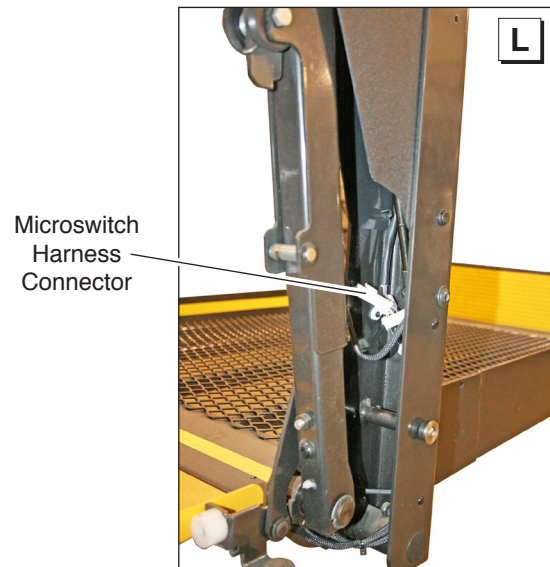
Wire Ties

13. Perform steps 4 through 7.

14. Install replacement outer barrier latch/bracket assembly using hex socket and washer removed in step 4. See Figure 2.

15. Attach latch bracket to outer barrier with supplied screws and nuts. Refer to Photo B.

16. Route and connect outer barrier microswitch harness. Secure with wire ties. Refer to Photos K and L.



17. Install roll stop pin cap. Secure with set screw. Apply Loctite® Threadlocker Blue 242™ or equivalent on threads. See Photos I and J.

18. Install gas springs. Confirm proper operation of gas springs. Replace if necessary.

19. Ensure proper outer barrier operation.

