

International Corporate Headquarters:

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

www.braunlift.com



"Providing Access to the World"



**2C4RDGBG6CR265191SAFETY RECALL/INSPECTION – FRONT PASSENGER AND DRIVER
AFTERMARKET SEATBACK COVERS INCORRECTLY INSTALLED AND COULD OBSTRUCT AIRBAG
DEPLOYMENT ON CERTAIN 2012 DODGE/CHRYSLER BRAUN ADA CONVERSIONS**

October 31, 2012

A Grace Place Adult Care Center
8030 Staples Mill Rd
Richmond, VA 23228

Vehicle Identification Number: 2C4RDGBG6CR265191

NHTSA Recall Identification Number: 12V-496

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 a defect which relates to motor vehicle safety exists in certain 2012 Dodge and Chrysler Entervan ADA mobility conversion vans. There is a possibility that aftermarket seat covers were installed incorrectly with the airbag tag toward the inboard side of the seat rather than correctly toward the outboard side of the seat where the OEM side seat airbag is positioned. If the seat covers are installed on the incorrect seats, the seat cover will not allow side airbag deployment during a vehicle crash, increasing the risk of injury to the vehicle occupants.

Your vehicle, identified above, **could be affected**. To verify this condition please follow the attached instructions carefully to see if your vehicle is affected. If it is affected, carefully remove the seatback cover with the supplied belt cutter and schedule a repair appointment with 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.

This seat back cover replacement should take approximately 1 hour for both passenger and driver sides. However, scheduling an appointment with the Braun dealer will be necessary since the Braun dealer will likely need to order replacement seat back covers from Braun.

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. If after you inspect your van and discover the seat back covers are installed correctly and no further attention is required, please fill out the attached business reply card and send it back to Braun.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

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.