

**Safety Recall Notice**  
**NHTSA Campaign No. 12V-496**  
**Service Bulletin 38045**

October 2012

Instructions for Aftermarket Front Seat  
Cover Evaluation and Removal  
Applicable for 2012 Chrysler/Dodge  
Commercial ADA Entervan



**Introduction:** Aftermarket front seat covers are designed to be exclusive for driver and passenger side seats. Seat covers placed on the wrong seats could potentially interfere with airbag deployment.

Examine the front seat covers. Refer to Photos A and B.

The seat mounted side airbag is marked with an airbag label sewn into outboard side of the seat. The SRS Airbag labels must be located on outboard seat bolster (toward the door).

If SRS Airbag labels are on outboard bolster - no further action is required. **Disregard** the remainder of this bulletin.

Please contact a Customer Experience Representative at 1-800-488-0359 to inform them that your seat covers are properly installed.

If the labels are on inboard bolster, the aftermarket seat covers **must be removed** as detailed in this bulletin (seat back covers only). Review all procedures before beginning.



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- 1** Remove plastic seat back cover.

Carefully pry outward, unsnap, remove and retain the plastic seat back cover. See Photo C.

- 2** Raise the headrest.

- 3** Seat Cover Removal

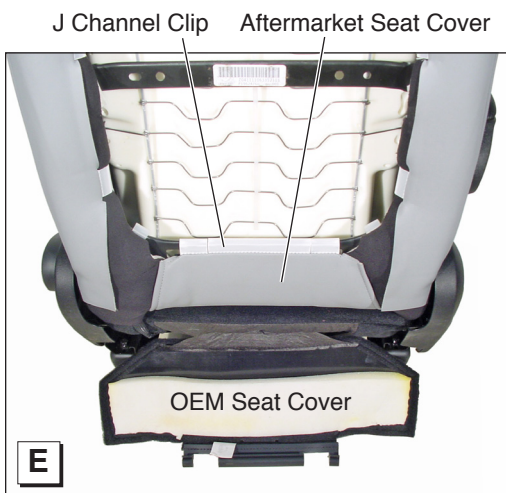
Disengage the seat back cover at the back of the seat.



Disengage the plastic “J” channel securing the bottom of the OEM seat cover to the lower cross bar (Photo D). Allow to hang freely. See Photo E.

Disengage the plastic “J” channel securing the bottom of the aftermarket seat cover to the lower cross bar. See Photo E.

Disengage all remaining plastic “J” channel clips securing aftermarket seat cover to seat (both sides and top). See Photo F.



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- 4** Using the supplied web cutter, **carefully** cut a horizontal line from the back of the cover to center of the armrest pivot mount. See Photo G.



Cut a circular path around the armrest pivot mount. Pull cover clear of armrest.

Carefully insert web cutter in seat cover armrest access hole and cut a path away from the hole. See Photo H.

Manually split the vinyl from cut to armrest mount to free the cover from the armrest position.

- 5** Using the web cutter, **carefully** cut a path from the back of the cover to the side of the headrest telescoping tube trim ring. See Photo I.



Carefully insert web cutter in seat cover tube access hole and cut a path away from the hole. See Photo J.

Manually split the vinyl from cut to telescoping tube. Free the cover from the headrest position.

Typical procedures for both headrest tubes.



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- 6** Carefully remove the seat back cover. Discard.
  
- 7** Reattach the plastic “J” channel to secure the bottom of the OEM seat cover to the lower cross bar. See Photos D and E on page 2.

Reattach any other plastic “J” channel clips securing the OEM seat cover that may have become disengaged.

Please 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.

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.