

Freedom Motors Inc
2 Walker Drive
Brampton, ON L6T 5E1
Tel: (800) 561-9600 - Fax: (905) 799-5548

March 31, 2014

RE: NHTSA Recall No. 14V-055, Liberty Wheelchair Accessible Caravan/Routan VIN: _____

Dear Valued Customer;

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

Freedom Motors Inc. of Savaria Vehicle Group (formerly "The Liberty Motor Company") has decided that a defect which relates to motor vehicle safety exists in a limited number of 2008 through 2010 wheelchair accessible Dodge Grand Caravan, Chrysler Town & Country and Volkswagen Routan manufactured by The Liberty Motor Company from February 2008 through January 2011.

This issue relates to your vehicle's rear axle, which is the steel component to which the vehicle's rear wheels are attached.

Over time and use, cracks may appear on the axle which could theoretically lead to axle failure. Failure of the axle could lead to a loss of control if it should occur while operating the vehicle, which could increase the risk of a crash. In order to eliminate any risk of this occurring, Freedom Motors will modify the axle with an improved version to remove the threat of failure.

To correct this issue, please contact Freedom Motors Inc.(1-800-561-9600) to determine which Freedom Approved service shop is available in your area to conduct the inspection and rework.

Please note: Federal law requires that any vehicle leaser receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

The axle will be inspected in accordance with Savaria service bulletin SB-101 in order to determine if your vehicle axle is currently damaged. The axle inspection will require approximately 1/2 hour for completion; however the service shop may need to keep your vehicle longer for logistical purposes.

The inspection will determine if your vehicle is currently safe to drive. If safe, the vehicle will be returned to you and an appointment can be scheduled for the axle to be modified at a later date when parts are available in your local area. If the inspection reveals any cracks, you will be advised to not drive the car until your axle can be modified or replaced. Freedom Motors will make every effort to make sure that your axle can be serviced as soon as possible. We apologize for any inconvenience this may cause.

Parts and labour costs for pre-authorized rework will be reimbursed or paid directly to the service facility.

Please ensure that you contact Freedom Motors Inc. for pre-authorization prior to consenting to work being performed on your vehicle, in such case you will not incur any costs for the parts and/or labour involved in this axle upgrade.

If you have previously paid for a repair that addresses the issue described in this letter, you will still need to have the recall performed. You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to a cracked or broken rear axle. To verify eligibility, forward a copy of your invoice for the repair work to Freedom Motors immediately.

File ENGF0216-3

Freedom Motors Inc

2 Walker Drive

Brampton, ON L6T 5E1

Tel: (800) 561-9600 - Fax: (905) 799-5548

Please contact us if you have any questions.

Freedom Motors strongly recommends that you take immediate steps to have your axle serviced immediately to ensure your continued safety.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write 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 or go to www.safercar.gov.

Sincerely,

Freedom Motors Customer Service