



631 W. 11th Street  
P.O. Box 310  
Winamac, IN 46996  
1-800-THE-LIFT  
(574) 946-6153  
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[www.braunability.com](http://www.braunability.com)

## **IMPORTANT SAFETY RECALL**

### **NHTSA Recall Campaign # 16V555**

August 3, 2016

Dear Valued BraunAbility Dealer:

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

BraunAbility will be recalling certain Ford MXV® mobility conversion units manufactured from February 8, 2016 – June 23, 2016. The affected vehicles' passenger seat harness could be routed incorrectly, potentially crushing the harness between the OEM seat structure and the conversion's seat base. The consequence of the noncompliance could lead to loss of power seat function controls, seat temperature controls, supplemental restraint warning indicator activating, and possible inability to properly classify an occupant for correct airbag deployment.

The remedy is to inspect the passenger seat harness position as demonstrated in the attached instruction. There are 3 possible scenarios:

1. The passenger seat harness is in the correct location and no further action is required.
2. The passenger seat harness is in the wrong location, but is undamaged and the harness will need to be relocated. (Follow the instructions showing how to reposition the harness)
3. The harness is in the wrong location and is damaged, you must order part number 16V555KS and replace the harness as indicated in the recall instruction. (*We believe this scenario will be a rare occurrence, but we will have a supply on hand to ship out immediately.*)

To be reimbursed for your inspection and/or repair, use **service code 16V555LAB** in the warranty claim form labor description and quantity of hours needed for the recall remedy. If a replacement part is required, please order **part number 16V555KS** and add this to the claim form which will be reimbursed including the freight.

Note: Labor allowance time is indicated on the recall instruction 503067 attached.



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We will be mailing consumer notifications to the end users affected by this recall. However, you may be asked to research your company customer records for end user information in the event registration information cannot be found. If you are contacted by BraunAbility to research customer records, please provide the end user mailing address information to BraunAbility and we will be happy to mail this information directly to the owner of the vehicle.

Please remember it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by the notification under a sale or lease until the defect or noncompliance is remedied. In other words, if you have a BraunAbility MXV® conversion affected by this recall in your possession, it must be inspected and if necessary repaired before you can sell the vehicle. Note: Any BraunAbility MXV® conversion shipped from BraunAbility after June 23<sup>rd</sup>, 2016 **is not** affected by this recall.

In taking this action, BraunAbility continues to place the safety of our customers at the top of our priorities. We are also committed to support our dealer partners in their effort to service their customers. It is our hope that the steps outlined in this letter will serve to reaffirm that commitment and acknowledge the value we place in our working relationship. Should you have any questions with regard to the matters outlined above, feel free to contact BraunAbility's Customer Experience Department at phone number (800) 488-0359.

Sincerely,

Richard A. Nelson  
Director of Customer Care & Aftersales  
BraunAbility

Attachments:

- ✓ Recall instruction
- ✓ Consumer notification sample

# Safety Recall Notice

## Service Bulletin

### 503067 Rev. A



631 West 11th Street • P.O. Box 310 • Winamac, IN 46996

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August 2016

NHTSA Recall #: 16V555

Kit Number: 16V555KS (if necessary)

Applicable for 2016 Ford MXV

Harness Location Verification Time: 1.0 hour

Repair Time (with location verification): 2.0 hours

This service bulletin details inspection of front passenger seat harness (Braunability part number 501964A) and, if required, rerouting or replacement of harness.

Read instructions before beginning.

### Harness Location Verification

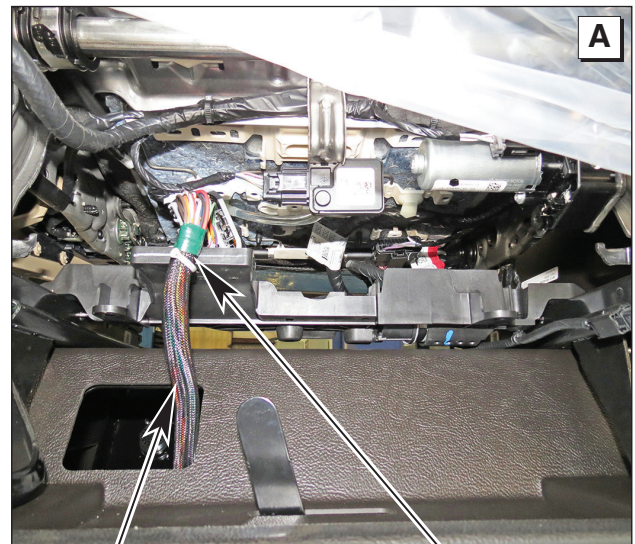
1. Raise front passenger seat fully using OEM seat controls.

2. Verify harness is located correctly. Inspect from front of seat.

Harness must be secured at location shown in Photo A.

If harness is secured at location shown in Photo A, no further action is required.

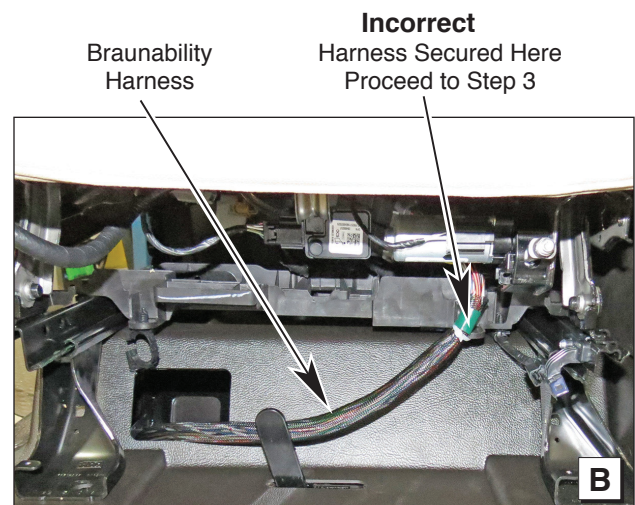
If seat harness is secured at location shown in Photo B, proceed to Step 3.



Braunability  
Harness

**Correct**

Harness Secured Here  
No Further Action Required



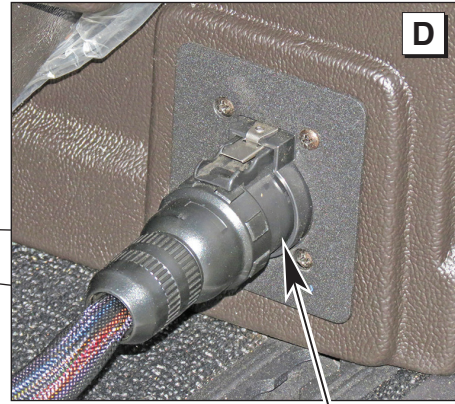
Braunability  
Harness

**Incorrect**

Harness Secured Here  
Proceed to Step 3

# MXV Passenger Seat Harness Inspection/Replacement

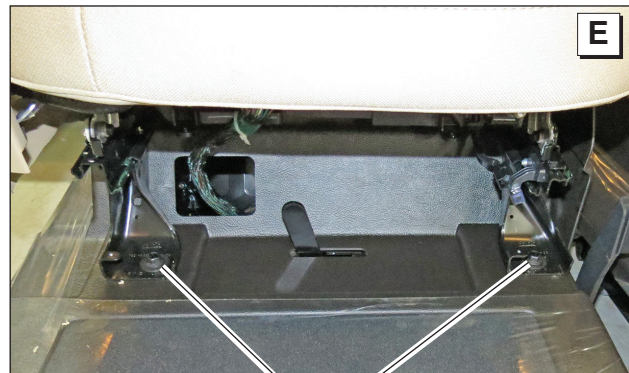
## Seat Removal



Passenger Seat  
Harness Connector

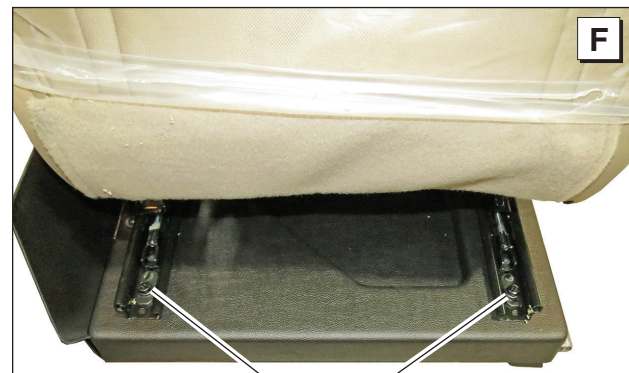
3. Disconnect front passenger seat harness from B-pillar. See Photos C and D.

4. Remove seat from vehicle.



Two Bolts at  
Seat Front

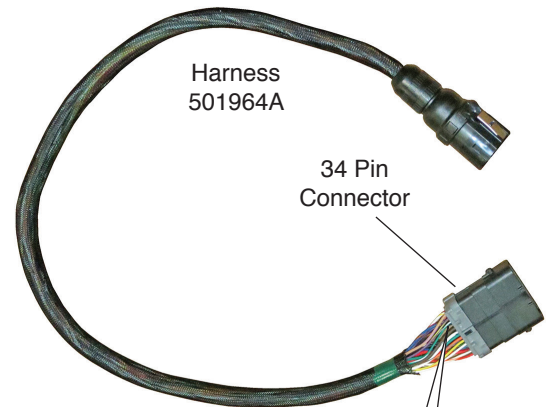
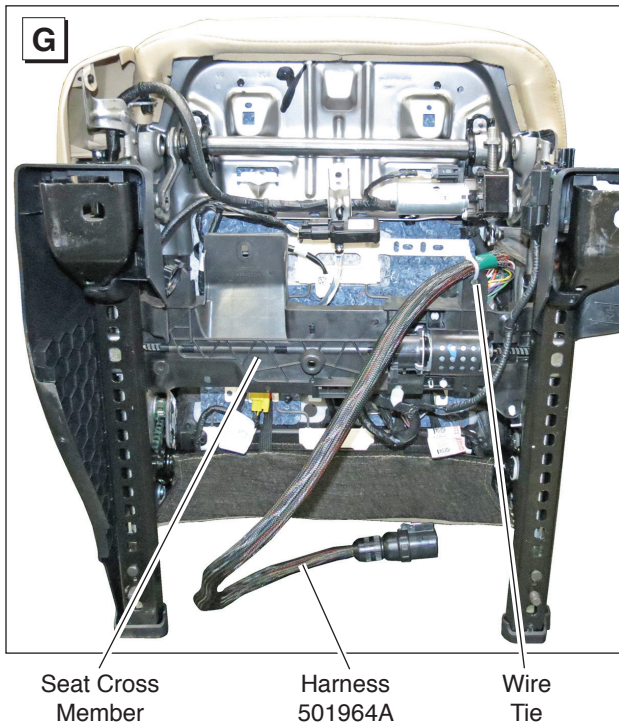
5. Remove OEM seat from Braunability seat base. Remove four seat mounting bolts, two at front of seat and two at rear of seat. See Photos E and F.



Two Bolts at  
Seat Rear

# MXV Passenger Seat Harness Inspection/Replacement

## Harness Inspection



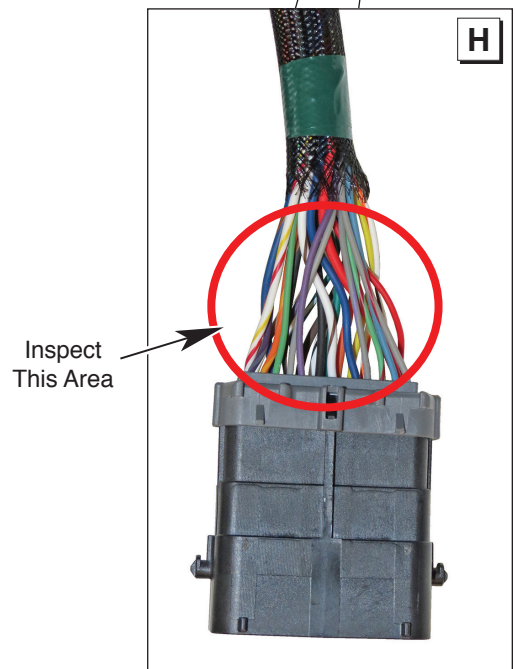
6. Remove wire tie securing harness 501964A to seat cross member. See Photo G.

7. Disconnect harness 501964A from OEM seat harness.

8. At 34 pin connector, inspect harness 501964A for damage. See Photo H.

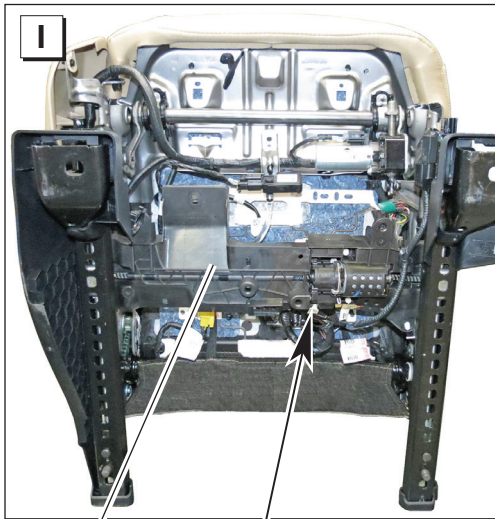
If any wires are damaged, harness 501964A must be replaced with 16V555KS.

Note: If damaged, discontinue use of seat until harness is replaced.



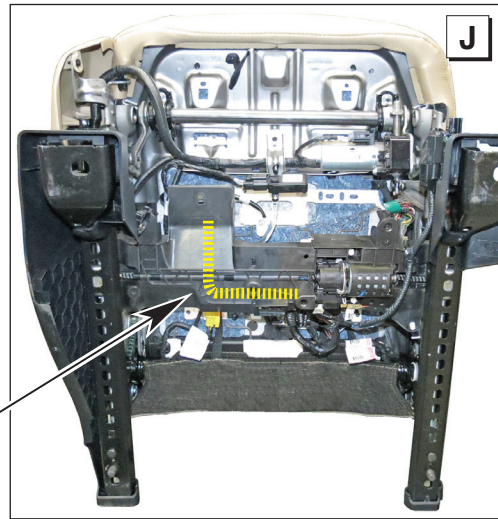
# MXV Passenger Seat Harness Inspection/Replacement

## Harness Installation



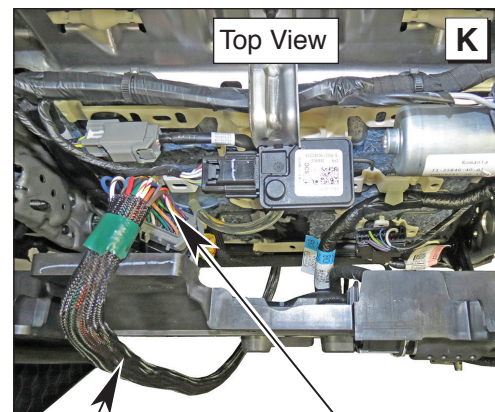
Seat Cross Member      Push Rivet

9. Remove push rivet securing OEM seat harness to seat cross member. See Photo I.



Harness Routing on Top of Cross Member

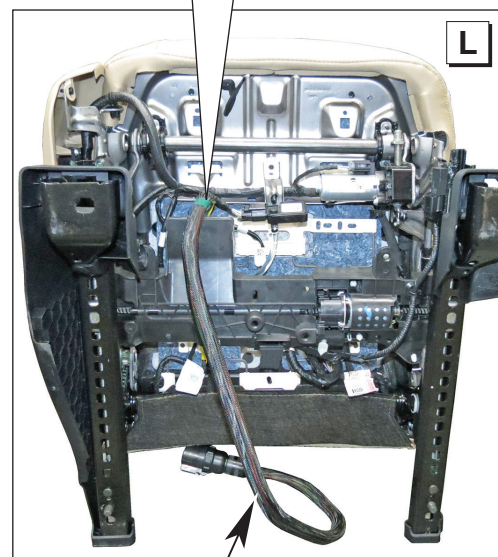
10. Route OEM seat harness on top side of seat cross member as shown in Photo J.



Harness 501964A

Harness 501964A 34 Pin Connector

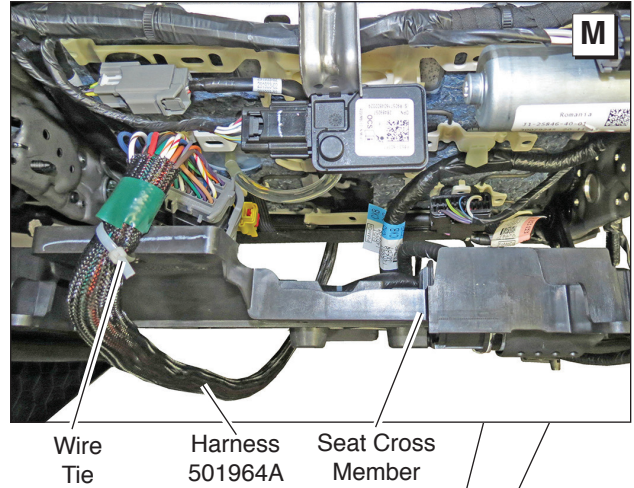
11. Connect 34 pin connector of harness 501964A to 34 pin connector on OEM seat harness at location shown. See Photos K and L.



Harness 501964A

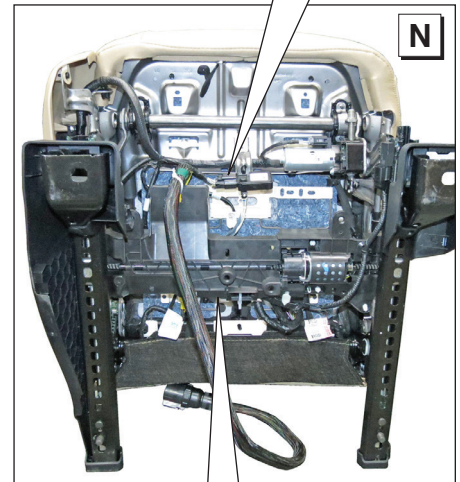
## MXV Passenger Seat Harness Inspection/Replacement

- Secure harness 501964A to seat cross member with wire tie as shown in Photo M.

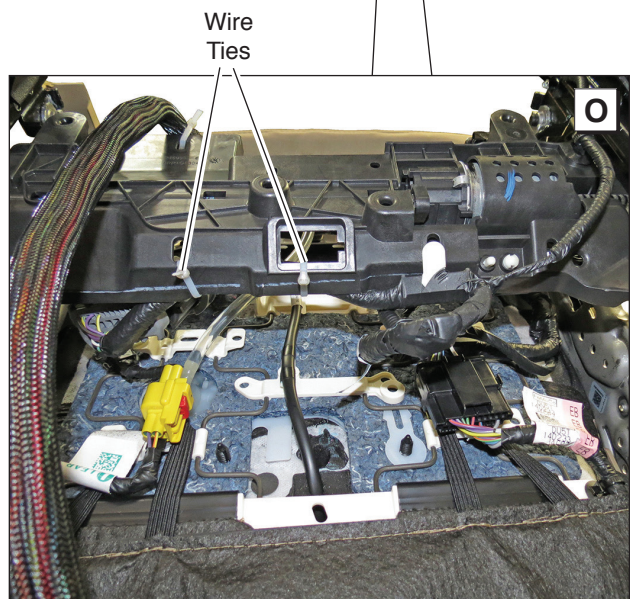


- Secure OEM seat harness to seat cross member with wire ties (2). Ensure proper routing on top of seat cross member. Refer to Photos J, N, and O.

- Mount OEM seat to Braunability seat base. Torque bolts to 35 ft/lbs.



- Install seat in vehicle and test for proper seat operation.





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**IMPORTANT SAFETY RECALL**  
**NHTSA Recall Campaign # 16V555**

August 3, 2016

Customer Name  
Street Address  
City, State, Zip

**Vehicle Identification Number:**

Dear Valued BraunAbility Owner:

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

BraunAbility will be recalling certain Ford MXV<sup>®</sup> mobility conversion units manufactured from February 8, 2016 – June 23, 2016. The affected vehicles' passenger seat harness could be routed incorrectly resulting in the OEM passenger seat electrical harness becoming crushed between the OEM seat structure and the seat riser manufactured as part of the wheelchair accessible conversion. The consequence of the noncompliance could lead to loss of power seat function controls, seat temperature controls, supplemental restraint warning indicator activating, and possible inability to properly classify an occupant for correct airbag deployment.

The remedy is to schedule an appointment with your local mobility dealer and have them inspect the position of the harness. The dealer may relocate the harness if no damage is present or replace the harness. If you have had this remedy performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem; please contact The BraunAbility Customer Experience Group at 800-488-0359 to see if you qualify.

If a BraunAbility dealer is unable to perform the remedy within a reasonable timeframe, please contact the BraunAbility Customer Experience Group at 800-488-0359 for further instructions. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **10 days**.



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If, however, you take your vehicle to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Experience Group at 800-488-0359. If after contacting your dealer and Customer Experience Group you are not able to have the noncompliance remedied without charge and/or within a reasonable time, you may wish to submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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 apologize for any inconvenience this may cause you. However, we are concerned about your safety and the safety of your loved ones. Once you have taken your vehicle into your local mobility dealer to perform this recall inspection, BraunAbility will mail you a \$50.00 Visa gift card as a token of our appreciation for taking care of this safety concern.

If you have any additional questions or concerns, please contact our BraunAbility Customer Experience Group at 800-488-0359.

Sincerely,

Richard A. Nelson  
Director of Customer Care & Aftersales  
BraunAbility