



**IMPORTANT SAFETY RECALL  
THIS NOTICE APPLIES TO YOUR VEHICLE  
<Insert VIN Here>**

**NHTSA #17V-836 / MV-1 Recall #R1801  
SEAT ADJUSTMENT MECHANISM**

February 2018

Dear MV-1<sup>®</sup> Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mobility Ventures LLC has decided that a defect which relates to motor vehicle safety exists in 2011 through 2016 MV-1 vehicles. Your vehicle is included in this Safety Recall Campaign.

- The problem is . . .** During a hard rear-impact, the driver's seat height adjustment assembly may disengage from the seat track and the fore/aft seat adjuster may be released, potentially causing the seat to disengage from the seat track. If the driver's seat partially or fully disengages from the seat track in a rear-end crash the driver will have an increased risk of injury.
- What your MV-1 Dealer will do . . .** Your Dealer will install a Seat Track Reinforcement Kit to your vehicle's driver seat adjustment mechanism. Installation of the Kit will take about 1 hour to complete. Your Dealer may need your vehicle for a longer time due to service scheduling requirements. This important service will be performed at **NO COST** to you.
- What you must do . . .** Contact your MV-1 Dealer immediately to schedule an appointment for this important service. **REFERENCE MV-1 Recall #R1801.**
- What if you no longer own this vehicle or are the Lessor?** You have received this Notice because our records indicate that you are the current owner. **If you no longer own this vehicle** and you have the address for the current owner, please forward this letter to the new owner. **If you are the Lessor of this vehicle**, please forward a copy of this Notice to the Lessee within ten days, as required by Federal Regulations.
- If you need help . . .** If you have trouble getting your vehicle repaired, please call Mobility Ventures Owner Relations at 1-877-681-3678. If you believe that Mobility Ventures LLC or your authorized MV-1 Dealer has failed or is unable to carry-out the required service in a reasonable time or without charge to you, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

We are sorry for any inconvenience this Safety Recall may cause, but your safety is our first concern. Your cooperation is appreciated.

**Owner Relations Department - Mobility Ventures, LLC**