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[www.braunability.com](http://www.braunability.com)

## **IMPORTANT SAFETY RECALL**

### **NHTSA Recall Campaign #: 18V489**

September 4, 2018

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 Chrysler Town & Country and Dodge Caravan side-entry wheelchair ramp conversion vehicles manufactured from October 12, 2011 – July 17, 2018. The affected vehicles may fail to conform to certain requirements of FMVSS 135 and 126. The safety risk is that under certain circumstances, the vehicle could fail to comply with the federal requirement for electronic stability control or braking and lose control and crash.

The remedy is to route the driver rear brake line to the passenger side rear brake caliper and route the passenger side brake line to the driver side rear brake caliper as outlined in the attached instruction.

To be reimbursed for the repair, use **labor number 18V489LAB** in the part number field on the warranty claim form. You will be reimbursed 1.0 hour of labor for each vehicle remedied. The replacement **part number 18V489KS** should also be added to the claim form, which will be reimbursed and include the flat freight credit. This credit process will change in the coming weeks to reduce your transaction time, and we will communicate these changes to you when available.

BraunAbility recommends an ASE certified technician (or equivalent) perform this recall remedy. If you do not have the expertise or capacity to perform brake service, we suggest you subcontract with an ASE certified (or equivalent) repair facility in your area. If this is the choice for your dealership, keep these two points in mind:

- The BraunAbility dealer will manage the customer relationship. The customer will call you for direction and scheduling and you should coordinate with the independent repair facility to complete the recall remedy.
- The BraunAbility dealer will supply the independent repair facility the recall part kit(s) and the independent repair facility should bill your dealership. The mobility dealer should pay the independent repair facility and enter a claim on BraunAbility Dealer Connect using **sublet number 18V489SUB** in place of the labor number for reimbursement. BraunAbility will reimburse the cost of the sublet invoice not to exceed 1.0 hour of labor. Simply add the sublet total in the "Dollar Amount" field on the claim form. The actual remedy labor time is 40 minutes and as noted, the labor time allowance is 1.0 hour.



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We will be mailing owner notifications to the end users impacted by this recall by the end of September 2018. As we work to identify the registration information for each affected vehicle, you may be contacted by BraunAbility to search your company's customer records for end user information that cannot be found by BraunAbility. If you are contacted by BraunAbility, we will request the end user mailing address you have on file so we can mail the recall notification 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 vehicle impacted by this recall in your possession, it must be repaired before it can be sold. All BraunAbility vehicles shipped from BraunAbility on or after July 18<sup>th</sup>, 2018 are **not** affected by this recall.

By the time owner notification letters are mailed at the end of September, we expect to have sufficient recall kits available for you to stock. A limited supply of recall kits are available for you to order now on BraunAbility Connect.

Note: We have created a service part package that contains five recall kits. The part number is 18V489KS-5.

We will notify you at least one week prior to sending our owner notification letter to provide you with sufficient time to order kits for your inventory. We ask that you only order enough inventory to support two (2) weeks of appointments.

In taking this action, BraunAbility continues to place the safety of our customers at the top of our priorities. We also are committed to supporting each of our dealer partners in their effort to service our 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 (800) 488-0359.

Sincerely,

Richard A. Nelson  
Director of Customer Care & Aftersales  
BraunAbility

Attachments:

- ✓ Recall instruction