631 W. 11th Street
P.O. Box 310
Winamac, IN 46996
1-800-THE-LIFT
(574) 946-6153
Fax (574) 946-4670
www.braunability.com

IMPORTANT SAFETY RECALL
NHTSA Recall Campaign # 18V489

August 17, 2018

[redacted]

Vehicle Identification Number: 2C7WDG[redacted]

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 has decided that a noncompliance which relates to motor vehicle safety exists in certain Dodge vehicles with a ADA manual In-Floor mobility conversion manufactured from February 23, 2018 – July 11, 2018. The safety risk is that under certain circumstances, if the vehicle fails to comply with the federal requirement for electronic stability control or braking, the vehicle could lose control and crash.

The remedy is to schedule an appointment with your local mobility dealer and have them reroute the rear wheel brake lines to the correct orientation, at no charge to you. The repair should take less than one hour.

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**.

BraunAbility
Life is a Moving Experience®

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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 vehicle 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.safecar.gov.

We apologize for any inconvenience this may cause you. However, we are concerned about your safety and the safety of your loved ones.

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