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September 13, 2019

**IMPORTANT SAFETY RECALL**  
**NHTSA Recall Campaign # 18V489**  
**Third Notice**

**This notice applies to your vehicle: 2C4RDG ██████████**

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 certain BraunAbility Dodge Caravan and Chrysler Town & Country conversions manufactured from October 10, 2011 July 17, 2018 fail to conform to Federal Motor Vehicle Safety Standards Nos. 126 and 135. 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 schedule an appointment with your local BraunAbility dealer to have the rear-wheel brake lines rerouted to the correct orientation, at no cost to you. The repair should take approximately one hour. You may call and schedule an appointment with a BraunAbility dealer for repair without charge starting on September 24, 2018.

If you had this remedy performed on your BraunAbility vehicle prior to receiving this letter, you may be eligible to receive reimbursement for the cost of the remedy. To see if you qualify, contact the BraunAbility Customer Experience Group by calling 833-863-3539 or emailing [recall@braunability.com](mailto:recall@braunability.com).

If a BraunAbility dealer is unable to perform the recall remedy within a reasonable timeframe, please contact the BraunAbility Customer Experience Group at 833-863-3539 or [recall@braunability.com](mailto:recall@braunability.com) for further instructions.

In addition, if you take your vehicle to your BraunAbility dealer on an 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 833-863-3539 or [recall@braunability.com](mailto:recall@braunability.com).

If, after contacting your BraunAbility dealer and the BraunAbility Customer Experience Group, you are not able to have your BraunAbility vehicle remedied without charge and/or within a reasonable time, you may 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>.

Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **10 days**.

We apologize for any inconvenience this may cause you, but your safety, and the safety of your loved ones, is our number one priority.

If you have any questions or concerns, please contact our BraunAbility Customer Experience Group at 833-863-3539 or [recall@braunability.com](mailto:recall@braunability.com).

Sincerely,  
BraunAbility