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BraunAbility Q&A- Recall 18V489

Q: Who do I contact if I have a question regarding the 18V489 recall?

A: Call the BraunAbility Technical line at 877-272-8633. Press 3 for Wheelchair Accessible Vehicle Support and then 1 for Recall Support. Or email recall@braunability.com.

Q: Where can I refer a customer who has questions about this recall that I don't know how to answer?

A: BraunAbility has a trained staff available Monday-Friday, 8am-5pm EST to answer consumer questions regarding the 18V489 Recall. Refer end users to 833-863-3539 or recall@braunability.com.

Q. How was the repair time of 1-hour determined?

A. We sent a team of BraunAbility employees into the field to repair multiple units. These teams consistently performed the repair in 40 minutes or less. We are reimbursing all BraunAbility Dealers one hour of your approved labor rate or one hour of the sublet labor rate if you're having an ASE (or equivalent) independent repair facility perform the sublet work.

Q. Can we sell used vehicles that are part of this recall?

A. No, the stop sale applies to both, new and used, unsold vehicles in your inventory. Recall Kits are currently available for order. The vehicle(s) must be remedied prior to sale.

Q. I have rental vans in my fleet that are impacted. Can I rent them out before performing the recall?

A. BraunAbility strongly recommends you perform the recall on your fleet vehicles prior to renting them. Recall Kits are currently available for order.

Q. Why do I have to manage the sublet transaction? Can BraunAbility pay sublets direct?

A. It is critical for our BraunAbility dealers to submit the recall warranty claim through our normal warranty process. This process allows us to track completion of the recall work which enables us to report accurate data to NHTSA as well as provide accurate data on our Recall VIN Lookup (see next question). We also view this as a unique opportunity for our dealers to reconnect with customers and remind them that their BraunAbility dealer should always be their first point of contact for service concerns.

Q. How can I determine if a VIN is affected by Recall 18V489?

A. BraunAbility released a VIN Lookup tool on BraunAbility Connect. This tool will allow you to search a VIN to determine if the vehicle is impacted and if the remedy has been completed or not. Instructional Video: [18V489 Recall Claim & VIN Search](#)

Q: Is the Chrysler Pacifica part of this recall?

A: No, this Recall only pertains to select 2012-2018 BraunAbility Dodge Caravan and Chrysler Town & Country side-entry conversions, (units shipped prior to July 18, 2018).

Q: Are Rear Entry Conversions part of this recall?

A: No, this Recall only pertains to select 2012-2018 BraunAbility Dodge Caravan and Chrysler Town & Country side-entry conversions, (units shipped prior to July 18, 2018).