

IMPORTANT SAFETY RECALL

NHTSA Recall Campaign # 19V410

June 10, 2019

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 has decided that a defect which relates to motor vehicle safety exists in certain model year 2014-2019 Toyota Sienna rear entry conversions manufactured from January 9, 2018 – May 20, 2019. Units manufactured during this time may have been built with a supplied brake line extension that was assembled with an incorrect tube nut. With this defect it may not be possible to achieve the correct assembly torque, and the brake line union may develop a brake fluid leak causing potential braking degradation, increasing the chance of a crash.

Refer to the attached service bulletin for inspection and repair procedure.

To be reimbursed for the inspection and if necessary, the repair, use the following criteria on the warranty claim form located on BraunAbility Connect.

If repair is required claim the following:

Part Number: 508884KS Topics: Recall / 19V410 / Repair
Warranty Labor: 1.0-hr Topics: Recall / 19V410 / Repair

If repair is not required claim the following:

Warranty Labor: 1.0-hr Topics: Recall / 19V410 / Inspect

Use the [BraunAbility Recall LookUp](#) available on BraunAbility Connect to determine whether units are impacted, complete or incomplete. Note: The BraunAbility Recall LookUp is inclusive of any recall campaign announced on or after September 1, 2018.

We will be mailing owner notifications to the end users impacted by this recall in 30-45 days. We will be using a registration research company to identify current owners of affected units. In the event we cannot identify an owner, you may be contacted by BraunAbility to search your company's customer records for end user information. If you are contacted by BraunAbility, we will request the end users 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 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 inspected, and if necessary, repaired before it can be sold.

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 efforts 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 in above, feel free to contact the BraunAbility Recall Team at (833) 863- 3539 or recall@braunability.com.

Attached:

- ✓ Service Bulletin
- ✓ Dealer Q&A

Sincerely,
Rick Nelson



Director of Customer Care & Aftersales
BraunAbility

Safety Recall Notice

Service Bulletin

508875 Rev. A



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June 2019

NHTSA Recall #: 19V410

Rear Brake Line Fitting Inspection and Remedy

Applicable for 2014 to 2019 Model Year Toyota Rear Entry Vehicles Produced January 2018 to May 2019

Labor Time: 1 Hour

BraunAbility Kit #: 508884KS

Warranty and Claim Topics: Recall/19V410/
Inspect or Repair

This service bulletin details inspection of Toyota passenger side rear brake line fitting and remedy, if required.

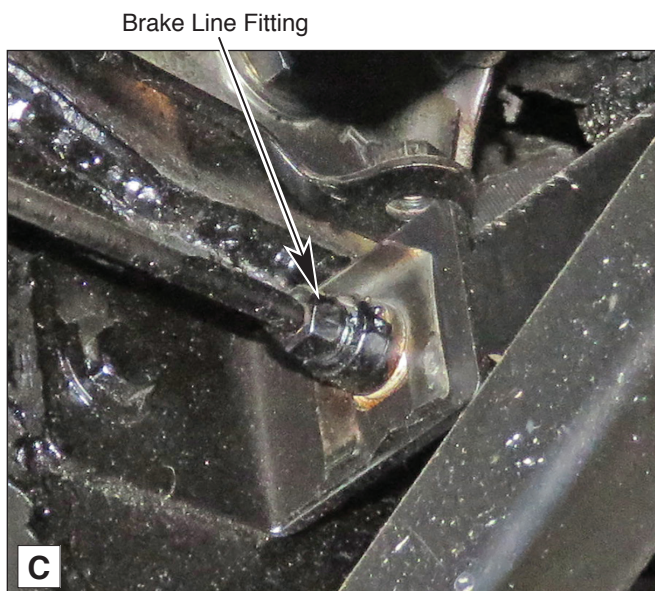
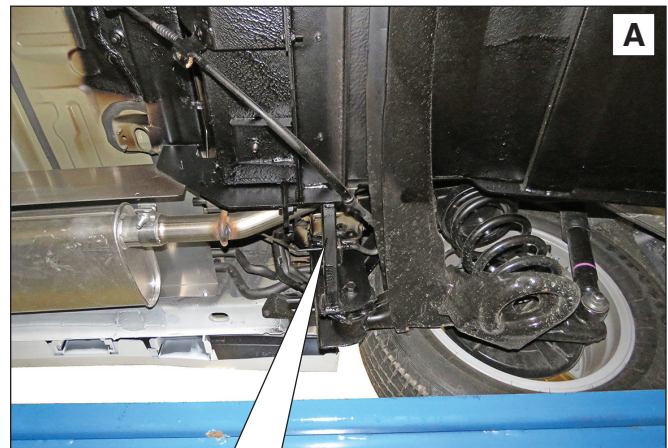
BraunAbility recommends this procedure be performed by a certified ASE technician or equivalent.

Read instructions before beginning.

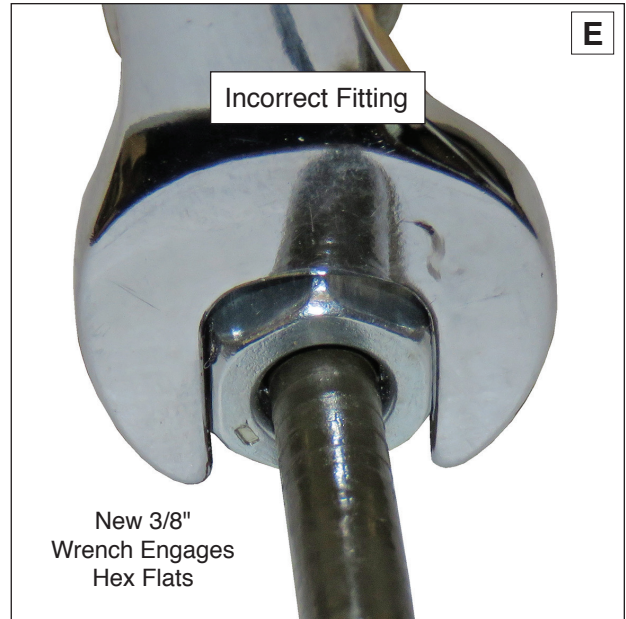
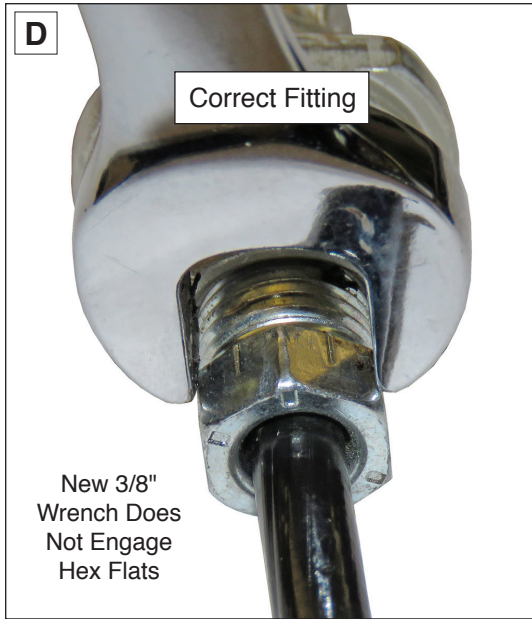
Tools Required

3/8" Open End Wrench • 1/2" Open End Wrench • 10mm Open End Wrench • Torque Wrench
10mm Crowfoot • 1/2" Crowfoot • DOT 3 Brake Fluid • Appropriate Container to Capture Brake Fluid
Note: Crowfoot Used to Torque Brake Line Fittings

1. Locate brake line fitting at rear passenger side. See Photos A through C.



Rear Brake Line Inspection and Remedy 508875 Rev. A

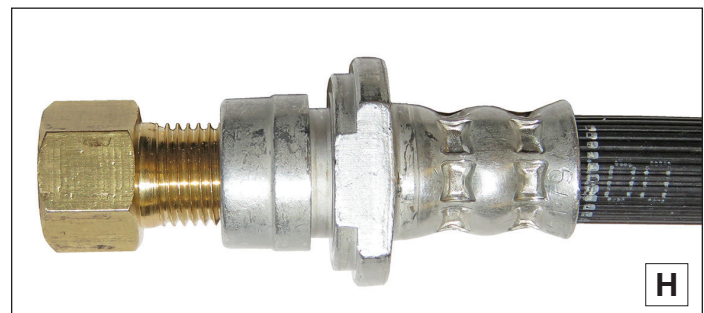
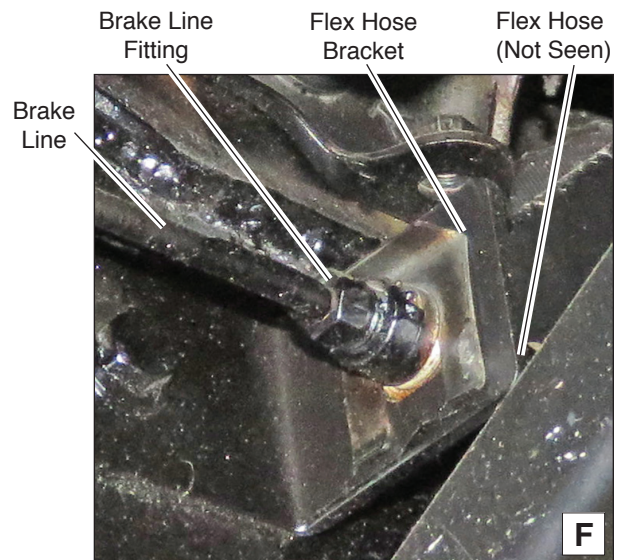


2. Place new 3/8" wrench onto brake line fitting shown in Photo B. If wrench **does not** engage hex flats, the correct line fitting is installed. See Photo D. If the new 3/8" wrench **does** engage hex flats the brake line adapter fitting (included in kit) must be installed. See Photo E.

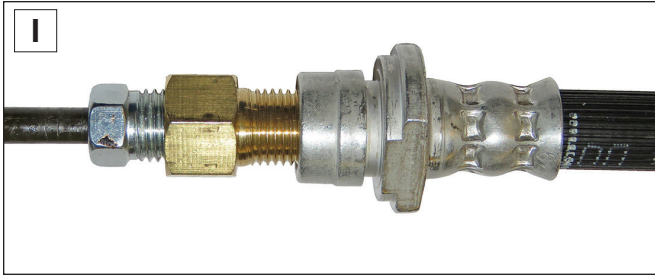
If wrench **did not** engage hex flats, skip to Step 8.

If the wrench **did** engage hex flats, proceed to Step 3.

3. Disconnect brake line from flex hose. See Photo F.
4. Install thread adapter (included in kit) to flex hose. Torque to 13 ft•lbs. See Photos G and H.



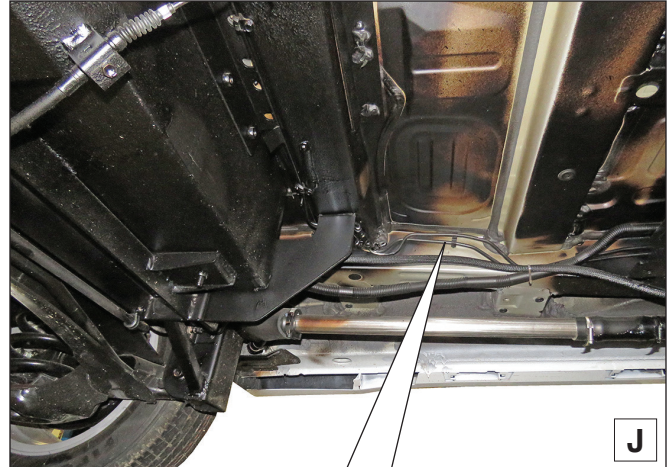
Rear Brake Line Inspection and Remedy 508875 Rev. A



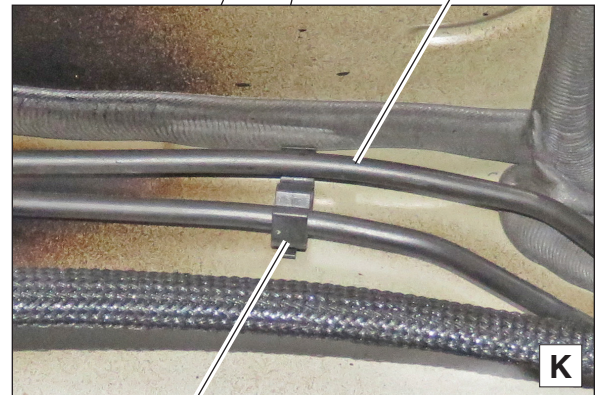
5. Connect brake line to thread adapter. Torque to 13 ft•lbs. See Photo I.

6. Bleed brakes per manufacturer guidelines.

7. Check for brake fluid leaks while someone presses the brake pedal.



Top Brake Line
to Passenger Side



Retainer Clip

Additional Quality Assurance Inspection

8. Repeat Step 2 on driver side brake line fitting. If wrench engages hex flats contact Vehicle Aftersales at 1-877-272-8633 - Option 3.

9. Inspect brake lines, at retainer clip, and confirm the top line routes to the passenger side rear brake. If the top line, at retainer clip, **does not** route to passenger side rear brake contact Vehicle Aftersales at 1-877-272-8633 - Option 3. Refer to Photos J and K.

Dealer Q&A- Recall 19V410 Toyota Rear Entry

Q: Who do I contact if I have a question regarding the 19V410 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 any BraunAbility Recall. Refer end users to 833-863-3539 or recall@braunability.com.

Q: What vehicles are affected by this recall?

A: All Toyota rear entry conversions modified January 9, 2018 – May 20, 2019. This recall impacts commercial and consumer use vehicles.

Q. How can I determine if a VIN is affected by Recall 19V410?

A. The BraunAbility [Recall LookUp](#) is available on BraunAbility Connect. Search the last 8 digits of the VIN to determine if a vehicle is impacted by any BraunAbility recall announced after September 1, 2019. Recall LookUp: <https://www.braunabilityconnect.com/WarrantySearch>

Q. What parts do I need to perform the recall remedy?

A. 508884KS will be needed for remedy. This kit contains one brake line adapter and an instructional service bulletin. The kit will be available for order on BraunAbilityConnect.com the week ending June 14, 2019.

Q. How do I notify BraunAbility that the recall remedy has been performed?

A. To be reimbursed for the inspection and if necessary, the repair, use the following criteria on the warranty claim form located on BraunAbility Connect. The submission of the warranty claim will subsequently notify us that the recall has been performed for the VIN included on the claim.

If repair is required claim the following:

Part Number: 508884KS Topics: Recall / 19V410 / Repair
Warranty Labor: 1.0-hr Topics: Recall / 19V410 / Repair

If repair is not required claim the following:

Warranty Labor: 1.0-hr Topics: Recall / 19V410 / Inspect

Q. Can we sell used vehicles that are impacted by this recall?

A. No, the stop sale applies to both, new and used, unsold vehicles in your inventory. The vehicle(s) must be remedied prior to sale.

Q. I have rental vans in my fleet that are impacted by this recall. 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.