



IMPORTANT SAFETY RECALL
NHTSA Recall Campaign # 24V352

May 23, 2024

Dear 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 2023 Chrysler Voyagers manufactured from December 14, 2023 through May 1, 2024. Subject vehicles were manufactured with certain Freedman GO-ES Space Saver Foldaway Seats. The Recliner mechanism may not engage fully when the seat back is reclined, and the seat back could become detached from the seat when force is applied to the shoulder belt increasing the risk of occupant injury during a crash.

The remedy is to inspect the seat dump lever location after actuating it to the fully reclined position to determine if seat stop bracket rework is necessary. Refer to the attached bulletin for complete inspection and repair instructions. After the inspection and or remedy has been completed you must file for reimbursement through the Warranty System on BraunAbility Connect+.

Please note even if you have previously claimed the repair with Freedman Seating Company, you must also file a warranty claim with BraunAbility. The following criteria should be used on the BraunAbility claim form:

Warranty Claim Criteria			
Cause:	BraunAbility Recall Notice		
Concern:	Recliner Mechanism may not engage when seatback is fully reclined		
Correction:	Rework the seat stop brackets		
Line Type	Description	Hrs.	Topics
Labor	Inspect seat recline stop lock position	0.5	Recall>24V325>Inspect
Labor	Rework the seat stop brackets	0.5	Recall>24V325>Repair

Vehicle-specific recall status (incomplete or complete) can be found on BraunAbility Connect+ by using the global search and reviewing the Recalled Asset status associated with the Asset Record.

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 stop sale or recall until the defect or noncompliance is remedied. In other words, if you have a BraunAbility lift impacted by this recall in your possession, it must be 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 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 regarding the matters outlined above, feel free to contact the BraunAbility Customer Experience Group at (800) 488-0349 email or recall@braunability.com.

Sincerely,

A handwritten signature in black ink that reads 'Rick Nelson'.

Rick Nelson
Director of Customer Care & Aftersales
BraunAbility