



IMPORTANT SAFETY RECALL
NHTSA Recall Campaign #24E017

March 13, 2024

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This notice applies to your NULC65S32X60I lift serial: ██████████

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 model NULC65S32X60I lifts fail to conform to Federal Vehicle Safety Standard No. 403, "Platform Lift Systems." This recall applies to model NULC65S32X60I lifts manufactured from December 9, 2021 – July 13, 2023. Subject lifts were manufactured with the ground sensing pressure switch installed in the incorrect location in proximity to the cylinder flow control valve. Under extreme conditions the hydraulic fluid could heat changing the viscosity of the fluid and the barrier could open prematurely. Premature barrier operation could result in injury to the wheelchair platform occupant.

The remedy is to schedule an appointment with your local BraunAbility dealer where they will inspect the location of the ground sensing pressure switch and relocate if necessary. The repair will take approximately 90 minutes (about 1 and a half hours) and can be scheduled immediately. The inspection and relocation of the ground sensing pressure switch will be performed free of charge.

If you had this remedy performed on your BraunAbility NULC65S32X60I lift 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 (800) 488-0349 or emailing 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 (800) 488-0349 or recall@braunability.com for further instructions.

In addition, if you take your lift 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 (800) 488-0349 or recall@braunability.com.



If, after contacting your BraunAbility dealer and the BraunAbility Customer Experience Group, you are not able to have your BraunAbility lift 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.

Sincerely,
BraunAbility Customer Care & Aftersales