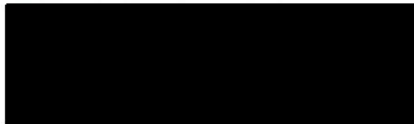




IMPORTANT SAFETY RECALL
NHTSA Recall Campaign #24V888

12/17/2024



This notice applies to your Chrysler VIN #: [REDACTED]

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 a defect that relates to motor vehicle safety exists in certain 2024 Chrysler Pacifica and Voyager vehicles manufactured from October 25, 2024 to November 19, 2024. Subject vehicles were potentially manufactured without necessary seat limiter brackets installed. The seat limiter controls the placement of the seat occupant by restricting the forward positioning of the driver seat. Absence of the seat limiter could result in a greater risk of injury to the seat occupant in the event of a collision

The remedy is to schedule an appointment with your local BraunAbility dealer where they will inspect the vehicle and install seat limiter brackets if necessary. The repair will take approximately one hour and can be scheduled immediately. The inspection and repair of the vehicle will be performed free of charge.

If you had this remedy performed on your Chrysler Pacifica or Voyager 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 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 (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 vehicle remedied without charge and/or within a reasonable time, you may submit a written complaint to: 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