

# Part 573 Safety Recall Report

# 25V-062

**Manufacturer Name :** Vantage Mobility

**Submission Date :** MAR 06, 2025

**NHTSA Recall No. :** 25V-062

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Vantage Mobility

**Address :** 5202 S. 28th Place

Phoenix AZ 85040

**Company phone :** 602-304-3265

## Population :

**Number of potentially involved :** 644

**Estimated percentage with defect :** 100 %

## Vehicle Alterer Information :

**Vehicle 1 :** 2023-2024 Toyota Sienna

**Descriptive Information :** The population was determined from the start of production up until a suspension improvement kit was implemented into production. The recalled components are only installed on the rear entry conversion for the Toyota Sienna and are not used on any of the other wheelchair conversion vehicles we manufacture. The number of affected units is 644.

**Production Dates :** DEC 18, 2023 - DEC 03, 2024

## Description of Defect :

**Description of the Defect :** The weld on the trailing arm mounts may form a crack from repeated stress cycles which could compromise the structural integrity of the rear suspension. During the conversion, trailing arm mounts are installed on the OEM body to accommodate the suspension lift. These parts are welded to the OEM body in a location that can see high fatigue stress under aggressive maneuvering.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If a crack propagates and leads to weld failure, it may increase the risk of a crash.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** The customer may hear an abnormal rear suspension noise.

## Involved Components :

Component Name : Trailing arm mount

Component Description : Weldt, Mount, Trailing arm

Component Part Number : WA5425

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On 11/11/24 VM received a warranty claim for a suspension noise. Between then and 1/28/25, 14 additional claims were submitted. On 11/18/24 VM received the first warranty claim vehicle to undergo engineering analysis. Engineering performed analysis and testing on the warranty claim vehicles and components up until 1/31/25 where it was determined to be a defect.

## Description of Remedy :

Description of Remedy Program : VM determined the original design trailing arm mounts were not sufficient during extreme driving conditions. A trailing arm enhancement kit was developed, tested, and compared to existing mounts and OEM configurations. The new design meets OEM stress values during these extreme driving conditions. VM will ship new components along with work instructions at no expense. VM will reimburse repair facilities for labor to install trailing arm enhancement kits. VM will reimburse customers that have completed this remedy prior to this notification.

How Remedy Component Differs from Recalled Component : The enhancement kit distributes the load evenly and avoids load concentration on the trailing arm mounts.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production once testing was completed on the new designed components to meet the same performance as the OEM version. On 12/4/2024 the new components were implemented on production units.

## Recall Schedule :

Description of Recall Schedule : Letters and notices will be sent out to dealers and owners by 4/7/2025

Planned Dealer Notification Date : FEB 25, 2025 - APR 07, 2025

Planned Owner Notification Date : FEB 25, 2025 - APR 07, 2025

### **Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :

Address :

Country :

Company Phone :

\* NR - Not Reported