



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V327

Manufacturer Name: Braun Industries, Inc.

Submission Date: Jul 08, 2025

NHTSA Recall No.: 25V327

Manufacturer Recall No.: Cushion

Manufacturer Information

Population

Manufacturer Name: Braun Industries, Inc.

Address: 1170 Production Drive
Van Wert OH, 45891

Total number of potentially involved: 370

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2019-2019 DEMERS TSE

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Jan 02, 2018 - Mar 17, 2020

Number of potentially involved: 36

Descriptive Information:

A cushion designed to hold equipment may not be properly fastened. This component is held by rivet nuts, which may not have been properly installed.

Also, the cover on which the cushion is installed may not be properly installed.

Vehicle 2: 2018-2020 DEMERS AMBULANCES EXE

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Emergency Vehicle

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Feb 05, 2018 - Jul 24, 2024

Number of potentially involved: 11

Descriptive Information:

A cushion designed to hold equipment may not be properly fastened. This component is held by rivet nuts, which may not have been properly installed.

Also, the cover on which the cushion is installed may not be properly installed.

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Production PDP information.
Not using the same part and option
Total unit affect 4

Vehicle 4: 2016-2024 Demers Transit TSE**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 07, 2016 - Aug 05, 2025**Number of potentially involved:** 319**Descriptive Information:**

Production PDP information.
Not using the same part and option
Total unit affect 14

Vehicle 5: 2016-2018 Demers MX164E**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Apr 03, 2017 - May 09, 2025**Number of potentially involved:****Descriptive Information:**

Production PDP information.
Not using the same part and option
Total unit affect 1

Vehicle 6: 2016-2018 Demers MXP150E**Product Category:** Buses, Medium & Heavy Vehicles

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Product Type:
Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Jun 03, 2017 - Oct 05, 2017

Number of potentially involved:
Descriptive Information:

Production PDP information.
 Not using the same part and option
 Total unit affect 1

Defect / Noncompliance Description

Description of the defect or noncompliance:

A cushion designed to hold equipment may not be properly fastened. This component is held by rivet nuts, which may not have been properly installed.
 Also, the cover on which the cushion is installed may not be properly installed.

FMVSS1:
FMVSS2:
Description of the safety risk, including crash, fire, death, injury:

This cushion and the equipment it is meant to hold may come loose in an accident and cause injury to occupants.

Description of the cause:
Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:
Supplier Type:
Name: Demers Manufacturer Ambulance

Address: 28 Richelieu
 Beloeil Foreign States, J3G 4N5

Country: Canada

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Involved Components

Component Name 1: MOLDED CUSHION

Component Description: MOLDED CUSHION 15.126 X 14.126 X 2.375 IN WITH ANCHOR BLACK ASSY

Component Part Number: A030475-XX

Chronology

On April 28th 2025, a pull test was done on the anchors to validate compliance with SAE J3043 and AMD 028 (equipment retention). The assembly did not meet compliance, so an investigation was conducted. A few things were detected: - The rivet nut used in this application is not adequate, it is meant for thinner material - The holes in which the rivet nuts are installed was slightly too big - The tool currently used to install the rivet nuts require skill and precision – it may cause improper installation - The rivets used to hold a hinge fail before meeting compliance On the same date, we received a customer complaint from one of our customers that the cushion detached on one of their ambulances. On May 7th 2025, the recall procedure was officially kicked off.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type:

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

The assembly is still undergoing a design change to correct all issues found in the investigation.

For vehicles on the field, a new cushion assembly will be sent once we get the new parts. Demers will cover parts and labor.

How remedy component differs from recalled component:

Will be identify by a color code under the part

Identify how/when recall condition was corrected in production:

The correction is not yet applied in production. Will be apply May 20 , 2025

Reimbursement Plan

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Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

Planned Dealer Notification Date:

 No Dealers

Planned Interim Owner Notification Date:

 No Owners

Planned Remedy Owner Notification Date:

 Phased Recall

Date when VIN will be searchable: