



**IMPORTANT SAFETY RECALL
NHTSA Recall Campaign # 25V381**

June 16, 2025

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 2021 -2025 Chrysler Pacifica, 2022-2025 Chrysler Voyager, and 2024-2025 Toyota Sienna Conversions manufactured from January 6,2025 through May 29,2025.

Subject vehicles are equipped with occupant restraint tie-down puck fasteners that may have been improperly torqued or not torqued in accordance with the specifications provided by the component manufacturer. Improperly torqued fasteners could potentially lead to the occupant restraint pucks becoming loose, increasing the risk of injury or death during a collision.

The remedy is to remove the existing tie-down hardware, inspect, and reinstall the hardware using a torque wrench to tighten to the manufacturer's specification of 35 ft-lbs. Details for the repair can be found in Service Bulletin 090180. After the inspection and remedy has been completed you must file for reimbursement through the Warranty System on BraunAbility Connect+.

Bulletin 090180:



The following criteria should be used on the BraunAbility claim form:

Warranty Claim Criteria			
Cause:	BraunAbility Recall Notice		
Concern:	Loose Occupant Restraint Fasteners		
Correction:	Inspection and Reinstallation of Fasteners		
Line Type	Description	Hrs.	Topics
Labor	Inspection and Reinstallation of Fasteners	1	Recall>25V381>Repair

Vehicle-specific recall status (incomplete or complete) can be found on BraunAbility Connect+ by searching the product VIN 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 vehicle 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