



IMPORTANT SAFETY RECALL

NHTSA Recall Campaign #25V381

July 7, 2025



This notice applies to your BraunAbility Conversion VIN #: 

Dear Valued BraunAbility Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

BraunAbility has determined that certain 2021–2025 Chrysler Pacifica, 2022–2025 Chrysler Voyager, and 2024–2025 Toyota Sienna conversions manufactured from January 6, 2025 through May 29, 2025 contain a safety defect in their occupant crash-protection system—specifically, the seat-belt assemblies may not adequately restrain occupants in a crash, increasing the risk of injury.

Subject vehicles are equipped with occupant restraint tie-down puck fasteners that may not have been tightened to the specifications provided by the component manufacturer. Improperly tightened fasteners could potentially lead to the occupant restraint pucks becoming loose, increasing the risk of injury or death 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 ensure the occupant restraint fasteners are tightened to the correct specifications. 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 vehicle 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