



**IMPORTANT!**

**Subject: Safety Recall 26V171**

April 21, 2026

Dear Valued Dealer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. BraunAbility has determined that a defect related to motor vehicle safety exists in certain model year 2023–2024 RAM ProMaster vehicles equipped with a specific emergency window, Part Number TX11298.

The affected vehicles were manufactured with an emergency window that does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 226, “Ejection Mitigation.” The primary goal of FMVSS No. 226 is to prevent partial or complete ejection of occupants through side windows in the event of a rollover. A window that does not meet FMVSS No. 226 ejection-mitigation performance requirements can increase the likelihood that an occupant will be partially or completely ejected through the window opening in a crash, particularly a rollover event, increasing the risk of serious injury or death.

**Affected Vehicles:**

Vehicle type: RAM ProMaster

Model years: 2023–2024

Population: 13 vehicles containing emergency window Part Number TX11298

**Description of the Defect / Noncompliance:**

The emergency window identified above does not meet the ejection-mitigation performance requirements of FMVSS No. 226. Under certain crash conditions, the window may not provide the required level of retention to help prevent occupant ejection.

**Safety Risk:**

In a crash, especially a rollover, failure of the window to meet the FMVSS No. 226 performance requirements can increase the risk that an occupant may be partially or fully ejected from the vehicle, resulting in an increased risk of serious injury or fatality.

**Remedy:**

BraunAbility will provide a replacement emergency window that meets FMVSS No. 226, “Ejection Mitigation,” requirements. The remedy will be performed at no charge to the vehicle owner. Parts, installation instructions, and claim/reimbursement procedures will be provided in a separate dealer communication.



**Owner Notification:**

BraunAbility will mail owner notification letters and will personally contact the agencies affected by this recall within the next 30 days. Because only 13 vehicles are affected, our goal is to personally ensure that each unit is updated with the corrected emergency window that meets FMVSS No. 226 "Ejection Mitigation" requirements.

In taking this action, BraunAbility continues to place the safety of our customers at the top of our priorities. We are also committed to supporting our dealer partners in their efforts to service our mutual customers. We hope that the steps outlined in this letter reaffirm that commitment and acknowledge the value we place on our working relationship.

If you have any questions regarding this recall, the affected vehicles, or the remedy procedures, please contact BraunAbility Customer Service at 800-488-0359 (Option 1) or email [questions@braunability.com](mailto:questions@braunability.com).

Sincerely,

A handwritten signature in black ink that reads 'Rick Nelson'.

Rick Nelson  
Director of Customer Care & Aftersales  
BraunAbility