June 18, 2026

IMPORTANT
NHTSA Recall No.: 26V296

[redacted]

[redacted]

This notice applies to your vehicle: **Vehicle Identification Number:** [redacted]

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

Braun has decided that a defect which relates to motor vehicle safety exists in 2023-2026 Chrysler Pacifica BraunAbility vehicles.

Specifically, Braun was informed by Q'Straint, the supplier of wheelchair restraint retractors in BraunAbility vehicles, that Q'Straint has issued a recall with the National Highway Traffic Safety Administration (NHTSA) for certain QRT Retractors. As a result, BraunAbility has also initiated a recall for vehicles equipped with these retractors, shipped between November 25, 2025 – May 5, 2026.

Why This Recall Matters:
The affected retractors may intermittently fail to auto-lock when securing a wheelchair, which could result in inadequate restraint. In a crash, this could increase the risk of injury to the wheelchair occupant.

What You Need to Do:

- **Contact your BraunAbility dealer as soon as possible** to schedule a free inspection of your vehicle's Q'Straint wheelchair restraint system.
- Your dealer will inspect the system and, if necessary, replace any affected retractors at no cost to you.
- The remedy will take less than 30 minutes to complete

While Awaiting Service:
You may continue to use your vehicle, but please perform a pre-trip check to ensure each retractor is fully locked:

- Confirm the locking mechanism is engaged and that the webbing and hook do not extend from the retractor.
- After securing all four wheelchair tiedown retractors, rock the wheelchair back and forth to verify they are locked.

Reimbursement: If you had this corrective action performed before receiving this letter, you may be eligible for reimbursement. Please contact us for details.

If You Need Further Assistance: If BraunAbility is unable to resolve this issue within a reasonable time, you may contact the National Highway Traffic Safety Administration (NHTSA) at:
Administrator, NHTSA
1200 New Jersey Ave. SE
Washington, DC 20590
1-888-327-4236 (TTY: 1-888-275-9171)
www.safercar.gov

Thank you for your prompt attention to this matter and for choosing BraunAbility. If you have questions or need help locating your nearest dealer, please contact our BraunAbility Customer Experience Group at 800-488-0359 or visit www.braunability.com

Sincerely,
The BraunAbility Customer Experience Group