



## IMPORTANT SAFETY RECALL

### NHTSA Recall #26V171

Date: May 27, 2026

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

This notice applies to your vehicle: [REDACTED]

Dear [REDACTED]:

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

BraunAbility has decided that certain model year 2023–2024 RAM ProMaster vehicles equipped with a specific emergency window, Part Number TX11298 TX11298 fail to conform to Federal Motor Vehicle Safety Standard No. 226, "Ejection Mitigation." Our records indicate that your vehicle may be affected by this safety recall.

Your vehicle:

- Vehicle: RAM ProMaster
- Model Year: 2023–2024
- VIN: [REDACTED]

You are receiving this notice because our records show that you are the current owner of this vehicle.

#### **What is the problem?**

The affected vehicles were manufactured with an emergency window that does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 226, "Ejection Mitigation." Under certain crash conditions, the emergency window may not provide the required level of retention to help prevent occupant ejection.

In a crash, especially 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, increasing the risk of serious injury or death.

#### **What will BraunAbility do?**

BraunAbility will provide a replacement emergency window that meets FMVSS No. 226, "Ejection Mitigation," requirements. The replacement will be installed on your vehicle at no charge to you for parts or labor.

BraunAbility is finalizing the service bulletin, and detailed parts and repair instructions will be provided to dealers. Once these materials are available, your BraunAbility dealer will be able to replace the affected emergency window with a compliant emergency window.



**What should you do?**

You will be notified with the repair plan once the service bulletin and parts are available.

**What if you have already paid for this repair?**

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](http://www.safercar.gov)

Thank you for your prompt attention to this matter and for choosing BraunAbility. If you have questions, please contact our BraunAbility Customer Experience Group at 800-488-0359 or visit [www.braunability.com](http://www.braunability.com).

Sincerely,

The BraunAbility Customer Experience Group