

International Corporate Headquarters:

The Braun Corporation
631 W. 11th Street
P.O.Box 310
Winamac, IN 46996 USA
(800) 488-0359

www.braunlift.com

 **THE BRAUN CORPORATION**
"Providing Access to the World"



Dear Valued Braun Customer:

The Braun Corporation is committed to keeping you informed of important information concerning the Braun product you purchased from an authorized Braun Mobility Dealer. Our emphasis on building the safest and most reliable products is likely among the reasons you have chosen Braun for your Mobility needs and we appreciate and value your business.

The attached two recall notifications are our way of keeping you safe and satisfied with your vehicle. We are asking you read and follow the instructions carefully. In total the installation of these retrofits should take less than 3.5 hours to complete.

We regret any inconvenience you may incur in answering this recall notification. Please know that The Braun Corporation will continue do our part to keep you safe and secure and will remain committed to standing by the mobility products we sell.

Best Regards,

Ralph W. Braun
Chief Executive Officer
The Braun Corporation

Braun Corporate Quality Policy:

Together, we will meet or exceed customer expectations. We pursue activities that lead to continual improvement through inspection, analysis and regular review throughout the organization of our quality objectives.

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SAFETY RECALL – FUEL FILL NECK RESTRAINT ON 2008-2010 DODGE/CHRYSLER ADA CONVERSIONS MANUFACTURED BY THE BRAUN CORPORATION

Customer Name
Address
City State

Vehicle Identification Number: XXXXXXXXXXXXXXXXXXXX
NHTSA Recall Identification Number: 10V-148

Dear Entervan Owner,

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

The Braun Corporation has decided that certain 2008-2010 Dodge and Chrysler ADA mobility conversions may contain a defect which relates to motor vehicle safety. This defect may present itself with a rear tire rubbing noise, or noticeable rub marks on the fuel fill neck on the driver's side. As a result, passengers, pedestrians, or other motorists may be injured or killed.

Your vehicle, identified above, **is affected**. To correct this condition please take your vehicle to the mobility dealer from whom you purchased the vehicle. If this is not possible, please call 800-488-0359 and a Braun Customer Experience Representative will direct you to a Braun approved mobility dealer who can perform the required repair as needed. An approved Braun Dealer service technician will perform any additionally required action.

This fuel fill neck strap retrofit should take approximately 1 hour. However, additional time will be required due to other repairs that are necessary on your vehicle, reference recall number 10V-164 enclosed. In total, approximately 3.5 hours of service time should be expected.

Please contact your mobility dealer service center and schedule an appointment. Please bring this Owner Notification letter with you at the time of your appointment and give it to your mobility dealer. This form identifies the vehicle and the service that is required. Once again, an approved Braun service technician will perform the inspection and any additionally required action.

We regret any inconvenience this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 1-888-327-4236.

Thank you for your attention to this matter.

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SAFETY RECALL – REAR SUSPENSION SPRING HAT RETROFIT ON 2008-2010 DODGE/CHRYSLER ADA CONVERSIONS MANUFACTURED BY THE BRAUN CORPORATION

Customer Name
Address
City State

Vehicle Identification Number: XXXXXXXXXXXXXXXXXXXX
NHTSA Recall Identification Number: 10V-164

Dear Entervan Owner,

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

The Braun Corporation has decided that certain 2008-2010 Dodge and Chrysler ADA mobility conversions may contain a defect which relates to motor vehicle safety. This defect may present itself with a rear tire rubbing noise, or noticeable rub marks on the upper coil spring support (*coil spring hat*) on the driver's side and possibly on the passenger side of the van. As a result, passengers, pedestrians, or other motorists may be injured or killed.

Your vehicle, identified above, **is affected**. To correct this condition please take your vehicle to the mobility dealer from whom you purchased the vehicle. If this is not possible, please call 800-488-0359 and a Braun Customer Experience Representative will direct you to a Braun approved mobility dealer who can perform the required repair as needed. An approved Braun Dealer service technician will perform any additionally required action.

This spring hat retrofit should take approximately 3 hours to repair both the passenger and driver side areas. However, additional time will be required due to other repairs that are necessary on your vehicle, reference recall number 10V-148 enclosed. In total, approximately 3.5 hours of service time should be expected.

Please contact your mobility dealer service center and schedule an appointment. Please bring this Owner Notification letter with you at the time of your appointment and give it to your mobility dealer. This form identifies the vehicle and the service that is required. Once again, an approved Braun service technician will perform the inspection and any additionally required action.

We regret any inconvenience this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 1-888-327-4236.

Thank you for your attention to this matter.

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SAFETY RECALL NOTICE

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