

Safety Defect and Noncompliance Report Guide for Equipment  
**PART 573 Defect and Noncompliance Report**

On March 21st, The Braun Corporation decided that a defect which relates to motor vehicle safety exists in the motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: **March 22, 2013**

Furnish the manufacturer's identification code for this recall: **N/A**

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164:

**The Braun Corporation**

Identify the corporate official, by name and title, who the agency should contact with respect to this recall:

**Rick Nelson**  
**Director of Product Support**

Telephone Number: **1-800-946-7513 Extension 3272**  
Fax Number: **574-946-3143**

Name and Title of Person who prepared this report:

**Barry Wolff**  
**Director of Risk Management**

Signed: \_\_\_\_\_

I. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in this Recall, *for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:*

Generic name of the item: **Track bar mount assembly**

Dates of manufacture: **December 20, 2012 to March 21, 2013**

Make: **Vision** Model: **Rear Entry Chrysler/Dodge mobility conversion**

Part Number(s): **VPM13136 Axle track bar mount assembly** Size: **N/A**

Function: **Affixes the body to the rear axle to stabilize the ride**

Other information which characterizes/distinguishes the items of equipment to be recalled: **N/A**

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents: **100 percent.**

II. Identify the Recall Population

3. Furnish the total number vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Items Potentially Involved</u>
<b>Braun Vision Rear Entry</b>	<b>2006-2013</b>	<b>65 vehicles</b>

Total Number Potentially Affected by the Recall: **65 vehicles**

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: **10%**

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled items of equipment:

**On March 11<sup>th</sup> and 12<sup>th</sup>, Braun received two separate reports of broken track bar mount assemblies. Braun began an immediate investigation to determine a root cause. It was determined that the subject broken track bar mount assemblies were missing welds. Later it was determined that a personnel change at a vendor had caused the assemblies to be insufficiently welded. According to its vendor, the personnel change occurred after Braun received a September part shipment and prior to Braun's receipt of the next batch of parts on December 20, 2012. Thus, the December 20<sup>th</sup> date constituted the beginning date of the recalled items. The end date was determined based on the 2 field reports of broken track bar mount assemblies when Braun halted production and began its investigation.**

### III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

**The defect occurs when the track bar mount assembly is insufficiently welded. Specifically, one or more welds are missing.**

Describe the cause(s) of the defect or noncompliance condition.

**A change in welding personnel combined with the lack of 100% post-welding inspection.**

Describe the consequence(s) of the defect or noncompliance condition.

**The track bar mount assembly may fracture and permit the OEM track bar to separate from the rear axle. The track bar may then drag the ground, make noise, and alter vehicle ride performance. The ride performance will manifest as excessive rear end body roll when making abrupt steering inputs.**

Identify any warning which can (a) precede or (b) occur.

**We are not aware of any at this time.**

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

**Vickers Engineering, Inc.  
3604 Glendora Road  
New Troy, MI 49119**

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

**Brian Noland, Fabrication Division Manager**

#### IV. Provide the Chronology in Determining the Defect/Noncompliance

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

**On March 11<sup>th</sup> and 12<sup>th</sup>, Braun received two separate reports of broken track bar mount assemblies. These instances were remedied in-field pursuant to warranty provisions. There have been no reports of accidents, injuries, fatalities.**

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

**N/A**

#### V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or non-compliance. Clearly describe the differences between the recall condition and the remedy.

**The remedy will include the inspection of the affected vehicles. Vehicles found to have missing welds on the affected part will be remedied by adding welds, or replacing the entire track bar mounting assembly with a new assembly, if additional welds cannot be made due to component proximity.**

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly:

**The remedy track bar mount assembly will have additional welds. Track bar mount assemblies requiring the remedy, will be missing certain welds identified in the recall service bulletin.**

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

**The recall condition was corrected in production on March 13, 2013. This took the form correcting track bar mount assemblies by adding the appropriated welds. The production remedy is identical to the recall remedy.**

#### VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please identify any foreseeable problems with implementing the recall.

**The Braun Corporation anticipates the recall campaign will begin during the week of March 25, 2013. At that time, selling Dealers will be notified of their responsibilities in coordinating the campaign. Also, end users will begin to be notified regarding the recall. We do not anticipate any problems implementing the recall.**

## VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

**See the attached proposed recall communications.**

International Corporate Headquarters:

**The Braun Corporation**  
631 W. 11th Street  
P.O.Box 310  
Winamac, IN 46996 USA  
**1-800-THE LIFT**  
(574) 946-6153  
FAX: (574) 946-4670

[www.braunability.com](http://www.braunability.com)



**SAFETY RECALL – TRACK BAR MOUNT ASSEMBLY ON MODEL YEARS 2006-2013 BRAUNABILITY REAR ENTRY VISION CONVERSIONS MANUFACTURED BY BRAUNABILITY**

Customer Name  
Address  
City State

Date Unknown

Vehicle Identification Number: XXXXXXXXXXXXXXXXXXXX  
NHTSA Recall Identification Number: XXXXX

Dear BraunAbility Vision Owner,

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

BraunAbility has decided that certain 2006-2013 BraunAbility Rear-Entry Vision mobility conversions may contain a defect which relates to motor vehicle safety. If this defect is present, the ride performance will manifest as excessive rear end body roll when making abrupt steering inputs. 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 BraunAbility Customer Experience Representative will direct you to a BraunAbility approved mobility dealer who can perform the required inspection and if needed will replace the Track Bar Mount Assembly at no charge. An approved BraunAbility Dealer service technician will perform any additionally required action.

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 BraunAbility service technician will perform the inspection and any additionally required action. This Recall remedy will take less than 1/2 hour to inspect and up to 2.5 hours to replace the Track Bar Assembly if required.

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 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> .

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact the BraunAbility Customer Experience group at (800) 488-0359.

Thank you for your attention to this matter.

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Winamac, IN 46996 USA  
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(574) 946-6153  
FAX: (574) 946-4670

[www.braunability.com](http://www.braunability.com)



Dealer  
Address  
City State, Zip

**Date:** Unknown

**Subject:** 2006-2013 Braun Vision Rear Entry Sway Arm Bracket Safety Recall  
**NHTSA Campaign Number:** XXXXXX

I am writing to inform you that BraunAbility recently initiated a recall that concerns 2006-2013 BraunAbility Vision Rear Entry (Dodge Chassis) that were converted from beginning 12/20/2012 and last shipped 3/21/2013. We will soon be notifying all vehicle owners we have record of, and that are affected by this recall, via U. S. Postal Service First Class Mail. The letter being sent to customers will contain the NHTSA required notification documents as well as information the recipient will need to know in order to have their vehicle inspected/repaired. In taking this action, BraunAbility is hoping to lessen the burden on our dealers in contacting the persons or agencies affected by this action.

We will be using a registration company to supply us with the name and address information for end users affected by this recall. However, you may be asked to research your company customer records for end user information in the event registration information cannot be found. If you are contacted by BraunAbility to research customer records, please provide the end user mailing address information to BraunAbility and we will be happy to mail this information directly to the owner of the vehicle.

Please remember it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by the notification under a sale or lease until the defect or noncompliance is remedied. In other words, if you have a BraunAbility Rear-Entry Vision conversion affected by this recall in your possession, it must be inspected and if necessary repaired before you can sell the vehicle. Note: Any BraunAbility Rear-Entry Vision conversion shipped from ViewPoint after March 21st, 2013 **is not** affected by this recall.

In taking this action, Braun continues to place the safety of our customers at the top of our priorities. We are also committed to support our dealer partners in their effort to service their customers. It is our hope that the steps outlined in this letter will serve to reaffirm that commitment and acknowledge the value we place in our working relationship. Should you have any questions with regard to the matters outlined above, feel free to contact The Braun Corporation's Customer Experience Department at phone number (800) 488-0359.

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

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Rick Nelson, Director of Product Support