



IMPORTANT SAFETY RECALL
THIS NOTICE APPLIES TO VEHICLES IN YOUR FLEET

SEE ENCLOSED VIN LIST for YOUR FLEET

NHTSA #17V-836 / MV-1 Recall #R1801
SEAT ADJUSTMENT MECHANISM

February 2018

Dear MV-1® Fleet Owner/Operator:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mobility Ventures, LLC has decided that a defect which relates to motor vehicle safety exists in 2011 through 2016 MV-1 vehicles. Vehicles that you own/operate in your Fleet are included in this Safety Recall Campaign.

The problem is . . .

During a hard rear-impact, the driver's seat height adjustment assembly may disengage from the seat track and the fore/aft seat adjuster may be released, potentially causing the seat to disengage from the seat track. If the driver's seat partially or fully disengages from the seat track in a rear-end crash the driver will have an increased risk of injury.

What an MV-1 Dealer or your Vehicle Service Provider will do . . .

Either your Vehicle Service Provider or a Mobility Ventures Authorized Dealer will install a Seat Track Reinforcement Kit to the vehicle's driver seat adjustment mechanism. Installation of the Kit will take approximately 0.7 of an hour. This important service when completed by a Mobility Ventures Authorized Dealer, will be performed at **NO COST** to you. Otherwise, **full reimbursement** for work performed by your Service Provider will be paid within the provisions of the Warranty Agreement in-place with your Fleet.

What you must do . . .

Contact immediately your MV-1 Dealer or Service Provider and arrange for completion of this important service. **REFERENCE MV-1 Recall #R1801.** For your reference, a copy of the Recall Service Procedure is included with this letter. This Procedure provides an explanation of the Kit Contents as well as the actions that must be taken to successfully install the Reinforcement Kit.

Both MV-1 Dealers and confirmed Service Providers will receive during the week of **February 18th, 2018** an initial quantity of Reinforcement Kits. Additional Kits can be ordered through DCS or by contacting our Parts Department – 1-877-681-3678. For convenience of the Technician, every Reinforcement Kit includes a printed copy of the Recall Service Procedure.

What if you no longer own this vehicle or are the Lessor?

You have received this Notice because our records indicate that you are the current owner of the vehicles listed on the enclosed Fleet VIN List. **If you are no longer the owner of a vehicle(s)** or, are the **Lessor of a vehicle(s)**, please contact MV-1 Owner Relations for further instructions (1-877-681-3678.) **Remember, if you are the Lessor of an MV-1 vehicle you are required by Federal Regulations to**



notify the Lessee of this Recall Service within 10 days. Mobility Ventures will assist you in this regard if contacted by you.

If you need help . . .

If you have trouble getting your vehicle repaired, please call Mobility Ventures Owner Relations at 1-877-681-3678. If you believe that Mobility Ventures LLC or your authorized MV-1 Dealer has failed or is unable to carry-out the required service in a reasonable time or without charge to you, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

We are sorry for any inconvenience this Safety Recall may cause, but the safety of your Drivers is our first concern. Your co-operation is appreciated.

**Owner Relations Department,
Mobility Ventures, LLC**

ENCLOSURES (Fleet VIN List of Involved Vehicles, Recall Service Procedure)