

IMPORTANT SAFETY RECALL

NHTSA Recall Campaign # PENDING

July 16, 2019

Dear Valued BraunAbility dealer,

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

BraunAbility has decided that a defect which relates to motor vehicle safety exists in certain model year 2017-2020 Toyota Sienna side entry vehicles manufactured February 20, 2019- July 8, 2019. Units manufactured during this time may have been assembled with a supplied steering shaft extension that was produced outside of specifications. This nonconformance can cause the steering shaft to fracture resulting in loss of steering which could lead to a crash.

Cause: Supplied steering shaft extensions were produced with reduced material wall thickness. Vehicles manufactured with this part could experience steering shaft extension fracturing during use.

Concern: The fracture of the steering shaft extension would result in the loss of steering and could lead to a crash.

Correction: Dealers will order and install a new steering shaft extension included in recall kit E90391RKS. Replacement steering shaft extensions will have a blue witness mark confirming the part has been inspected and meets specification. Dealers will refer to Service Bulletin 509057 for recall remedy instruction.

Part Allocation: Until sufficient part supply is established, all dealers with affected inventory are approved to order recall kit E90391RKS for 1/3 of their affected dealer inventory. This allocation will allow remediation of priority units while BraunAbility works to build part supply for the remaining dealer inventory and customer owned units. Our recall part supplier believes they will be able to keep up with demand by the middle of next week (the week of July 21st). Once we have confirmation from our supplier, we will lift the part allocation restriction.

Warranty Claim/Reimbursement Process:

To be reimbursed for the repair, use the following criteria on the warranty claim form located on BraunAbility Connect.

Warranty Claim Details

Part Number: E90391RKS	Topics: Recall / 19TSESS / Repair
Warranty Labor: 1.0-hr	Topics: Recall / 19TSESS / Repair

The BraunAbility [Recall LookUp](#) available on BraunAbility Connect should be used to identify affected inventory, as well as identify the recall status as complete or incomplete. Until BraunAbility receives a NHTSA campaign number, all impacted units will display as PENDING in the recall column.

*Note: The BraunAbility Recall LookUp is inclusive of any recall campaign announced on or after September 1, 2018.

VIN	Recall	Recall Approval Date	Status
5TDYZ3DC0	Pending		Incomplete

BraunAbility will be mailing owner notifications to the end users impacted by this recall in the coming weeks, dependent on parts supply. As we work to identify the registration information for each affected vehicle, you may be contacted by BraunAbility to search your company's customer records for end user information. If you are contacted by BraunAbility, we will request the end users mailing address you have on file, so we can mail the recall notification 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 stop sale or recall until the defect or noncompliance is remedied. In other words, if you have a BraunAbility vehicle impacted by this recall in your possession, it must be repaired before it can be sold.

In taking this action, BraunAbility continues to place the safety of our customers at the top of our priorities. We are committed to supporting each of our dealer partners in their efforts to service our 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 in above, feel free to contact the BraunAbility Recall Team at (833) 863- 3539 or recall@braunability.com.

Attached:

- ✓ Service Bulletin
- ✓ Dealer Q&A

Sincerely,
Rick Nelson



Director of Customer Care & Aftersales
BraunAbility

Safety Recall Notice Service Bulletin 509057 Rev. A



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July 2019

NHTSA Recall #: Pending

Steering Shaft Extension Replacement

Applicable for 2019 Toyota Sienna Side Entry Vehicles
Manufactured February 20, 2019 to July 8, 2019.

Warranty Topics: Recall / 19TSESS / Replace Part

This service bulletin details replacement of the Toyota Sienna steering shaft extension.

Read instructions before beginning.

Kit Number: E90391RKS

Labor Time: 1 Hour

Tools Required

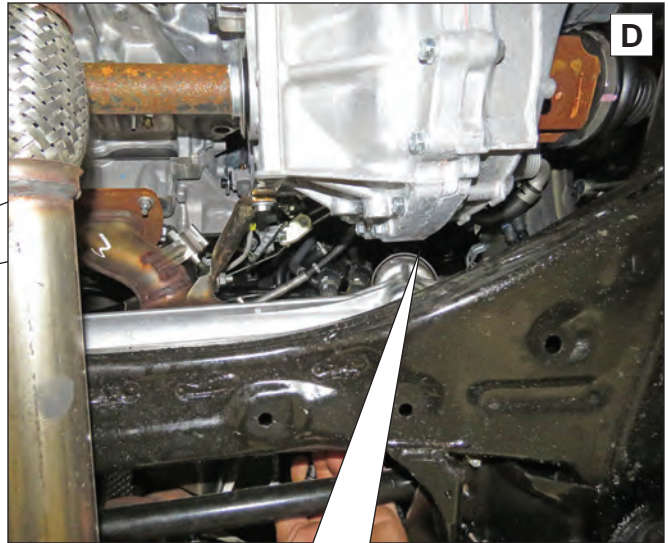
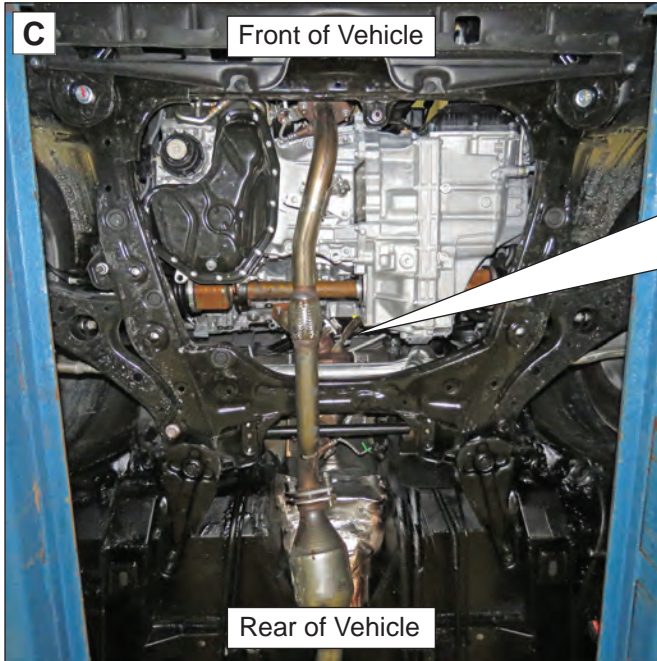
Torque Wrench (ft•lbs) • 12mm Socket • 13mm Socket • Ratchet Drive • Marker Pen



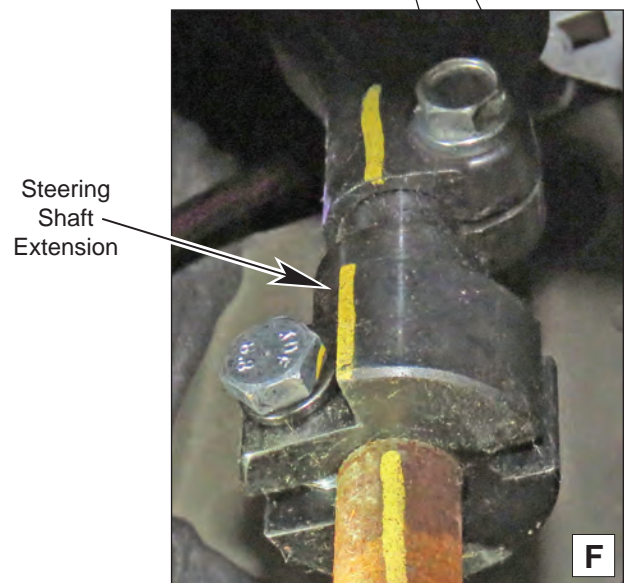
1. Turn front wheels and steering wheel to the straight position. See Photo A.
2. Turn steering wheel counterclockwise from straight to approximate position shown in Photo B.

Steering shaft extension is now positioned to access steering shaft extension mounting bolts.

Toyota Sienna Side Entry Steering Shaft Extension Replacement 509057 Rev. A



3. Locate steering shaft extension. See Photos C through F.

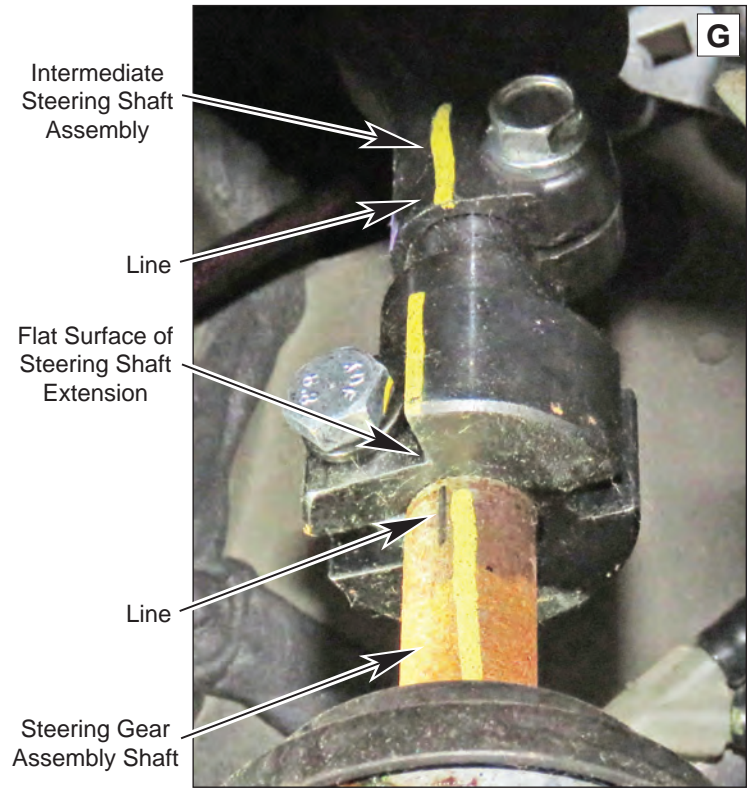


Toyota Sienna Side Entry Steering Shaft Extension Replacement 509057 Rev. A

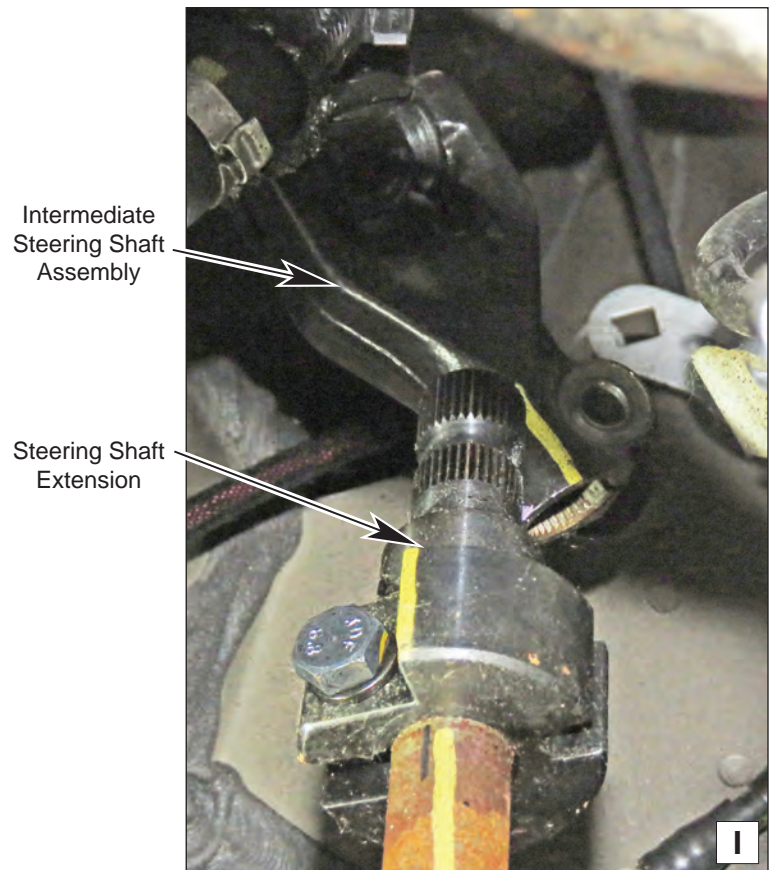
4. Draw a line on the Steering Gear Assembly Shaft and the Intermediate Steering Shaft Assembly, aligned with the flat surface of the steering shaft extension. See Photo G.

5. Remove and retain M8 bolt (12mm head) and lock nut shown in Photo H.

6. Disconnect intermediate steering shaft assembly from steering shaft extension by pushing intermediate steering shaft assembly upward. See Photo I.



M8 Bolt (12mm Head) and Lock Nut



Toyota Sienna Side Entry Steering Shaft Extension Replacement 509057 Rev. A



M8 Bolt (13mm Head) and Lock Nut



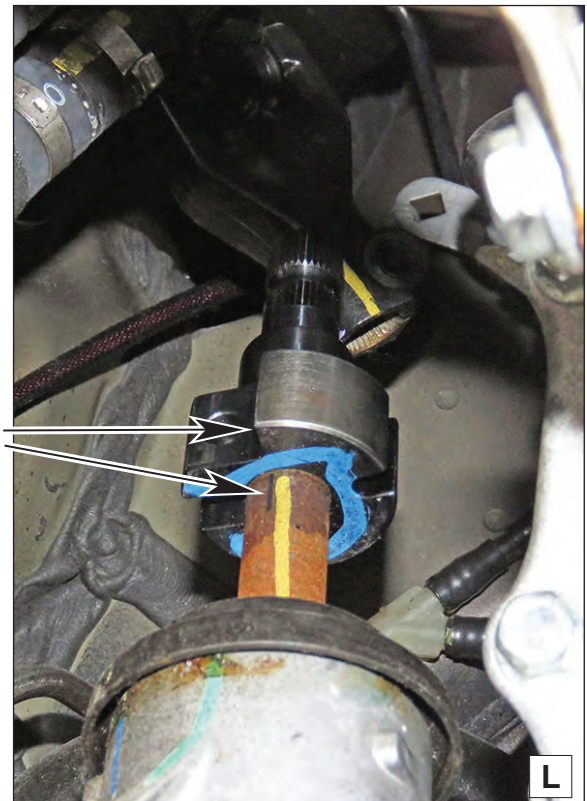
Steering Shaft Extension Removed

7. Remove and retain M8 bolt (13mm head) and lock nut shown in Photo J.

8. Remove and discard steering shaft extension. See Photos J and K.

9. Install replacement steering shaft extension onto steering gear assembly shaft. Align flat surface of steering shaft extension with line on steering gear assembly shaft drawn in Step 4. See Photos G and L.

Note: The replacement steering shaft extension is marked with a blue witness mark as seen in Photo L.



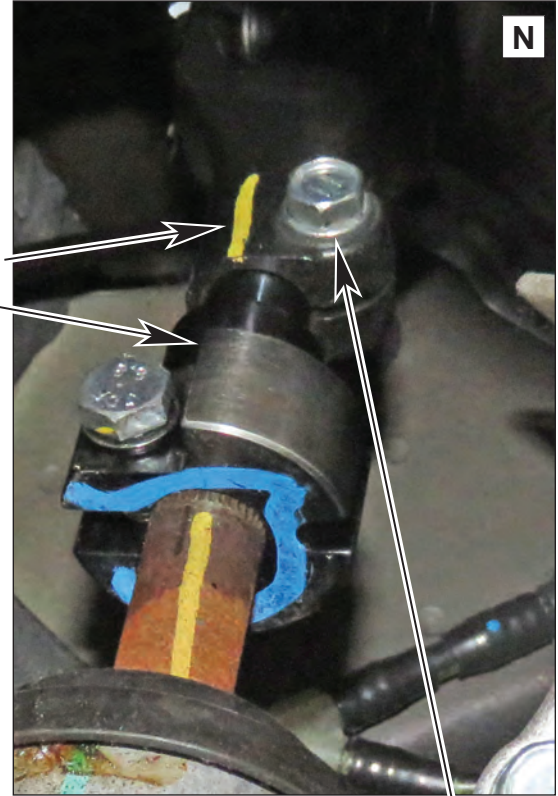
Line and Flat Surface of Steering Shaft Extension Aligned

Toyota Sienna Side Entry Steering Shaft Extension Replacement 509057 Rev. A



M8 Bolt (13mm Head) and Lock Nut

- Secure steering shaft extension to steering gear assembly shaft using M8 bolt (13mm head) and lock washer removed in Step 7. Torque to 19 ft•lbs. See Photos M and O.

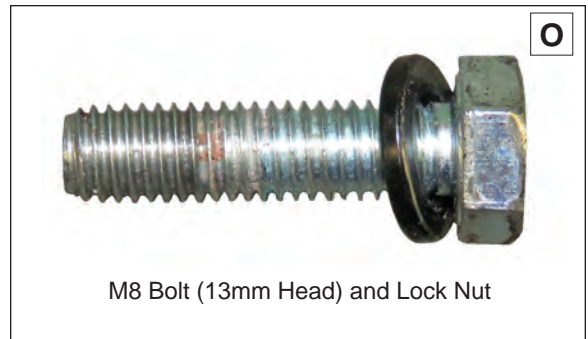


Line and Flat Surface of Steering Shaft Extension Aligned

M8 Bolt (12mm Head) and Lock Nut Through Intermediate Steering Shaft Assembly

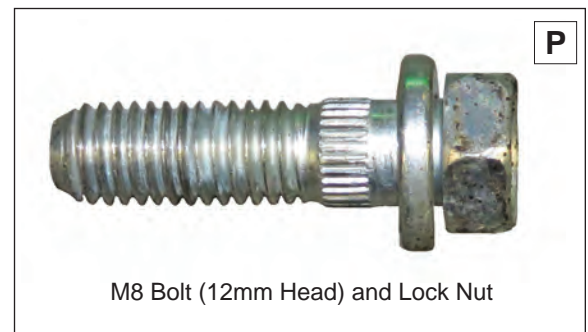
- Connect intermediate steering shaft assembly to steering shaft extension. Align flat surface of steering shaft extension with line drawn on intermediate steering shaft assembly in Step 4. See Photos G and N.

- Secure intermediate steering shaft assembly to steering shaft extension using M8 bolt (12mm head) and lock washer removed in Step 5. Torque to 19 ft•lbs. See Photos N and P.



M8 Bolt (13mm Head) and Lock Nut

- Ensure steering wheel is properly oriented in the "straight" position.



M8 Bolt (12mm Head) and Lock Nut

- Test drive and confirm proper operation.

Dealer Q&A- Toyota Side Entry Steering Shaft Recall NHTSA Recall Campaign # Pending

Q. Who do I contact if I have a question regarding this recall?

A. Call the BraunAbility Technical line at 877-272-8633. Press 3 for Wheelchair Accessible Vehicle Support and then 1 for Recall Support. Or email recall@braunability.com.

Q. Where can I refer a customer who has questions about this recall that I don't know how to answer?

A: BraunAbility has a trained staff available Monday-Friday, 8am-5pm EST to answer consumer questions regarding any BraunAbility Recall. Refer end users to 833-863-3539 or recall@braunability.com.

Q. What vehicles are affected by this recall?

A. Certain Toyota Sienna side entry conversions manufactured February 20, 2019 – July 8, 2019.

Q. How can I determine if a VIN is affected by this recall?

A. The BraunAbility [Recall LookUp](#) is available on BraunAbility Connect. Search the last 8 digits of the VIN to determine if a vehicle is impacted by any BraunAbility recall announced after September 1, 2018. Until BraunAbility receives a NHTSA campaign number for this recall, all units impacted by the Toyota side entry steering shaft recall will display as PENDING in the recall column.

Recall LookUp: <https://www.braunabilityconnect.com/WarrantySearch>

VIN	Recall	Recall Approval Date	Status
5TDYZ3DC0	Pending		Incomplete

Q. I looked up a Toyota side entry VIN on the Recall LookUp that was manufactured during the date range Feb 20 – July 8, 2019 and it does not appear as impacted by the recall. Why?

A. BraunAbility initiated an internal stop ship and installed a new steering shaft extension on all impacted units on our campus prior to shipment to our dealers. Vehicles remedied at our facility prior to shipment are not affected by this recall.

Q. What parts are needed to perform the recall remedy?

A. E90391RKS will be needed for remedy. This kit contains one steering shaft extension and Service Bulletin 509057.

Dealer Q&A- Toyota Side Entry Steering Shaft Recall NHTSA Recall Campaign # Pending

Q. How does my dealership receive parts and labor reimbursement for warranty work?

A. To be reimbursed for the repair use the following criteria on the warranty claim form located on BraunAbility Connect. The submission of the warranty claim will subsequently notify BraunAbility that the recall has been performed for the VIN included on the claim.

Recall Claim Details

Part Number: E90391RKS	Topics: Recall / 19TSESS / Repair
Warranty Labor: 1.0-hr	Topics: Recall / 19TSESS / Repair

Q. Can we sell used vehicles that are impacted by this recall?

A. No, the stop sale applies to both, new and used, unsold vehicles in your inventory. The vehicle(s) must be remedied prior to sale.

Q. I have rental vans in my fleet that are impacted by this recall. Can I rent them out before performing the recall?

A. BraunAbility strongly recommends you perform the recall on your fleet vehicles prior to renting them.

Q. Can I charge customers to implement this recall remedy on their vehicle?

A. No. The remedy is to install a new steering shaft extension, free of charge to vehicle owners.