

IMPORTANT SAFETY RECALL
NHTSA Recall Campaign # 19V532
Second Notice

*****SNGLP 19V532 US 1

[REDACTED]

August 27, 2019

This notice applies to your vehicle: 5TDYZ3 [REDACTED]

Dear Valued BraunAbility 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 a defect which relates to motor vehicle safety exists in certain model year 2017-2020 BraunAbility Toyota Sienna side entry conversions manufactured from 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 and vehicle crash.

The remedy is to schedule an appointment with your local BraunAbility dealer for repair. The BraunAbility dealer will replace the steering shaft extension with a new steering shaft extension. The repair should take approximately one hour. You may call and schedule an appointment with a BraunAbility dealer for repair without charge starting on July 25, 2019.

If you had this remedy performed on your BraunAbility vehicle prior to receiving this letter, you may be eligible to receive reimbursement for the cost of the remedy. To see if you qualify, contact the BraunAbility Customer Experience Group by calling 833-863-3539 or emailing recall@braunability.com.

If a BraunAbility dealer is unable to perform the recall remedy within a reasonable timeframe, please contact the BraunAbility Customer Experience Group at 833-863-3539 or recall@braunability.com for further instructions.

In addition, if you take your vehicle to your BraunAbility dealer on an agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Experience Group at 833-863-3539 or recall@braunability.com.

If, after contacting your BraunAbility dealer and the BraunAbility Customer Experience Group, you are not able to have your BraunAbility vehicle remedied without charge and/or 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 the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within 10 days.

We apologize for any inconvenience this may cause you, but your safety, and the safety of your loved ones, is our number one priority.

If you have any questions or concerns, please contact our BraunAbility Customer Experience Group at 833-863-3539 or recall@braunability.com.

Sincerely,
BraunAbility Customer Care & Aftersales