



**Date:** July 11, 2019

**Subject:** Recall & Stop Sale notice for certain Toyota Sienna side entry WAVs

Dear BraunAbility Dealer,

BraunAbility is taking the necessary steps to initiate a voluntary recall on certain Toyota Sienna side entry wheelchair accessible vehicles manufactured Feb 20<sup>th</sup>, 2019- July 8<sup>th</sup>, 2019. The necessary steps are being taken to file the recall notice with NHTSA and we are proactively communicating this information to you. This notification is to inform you to take the necessary steps to place a **stop sale** on any affected Toyota Sienna side entry vehicle(s) you may have in inventory.

For your convenience a VIN list has been provided for all impacted units sold to your dealer location that are not customer sold.

Important: Federal law (United States Code Title 49, section 30112) requires you to complete the recall service on any new motor vehicle when it is known the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety.

**Cause:** BraunAbility identified a supplier issue with a steering shaft extension.

**Concern:** This non-conformance could cause the steering shaft to disengage which would lead to loss of steering function.

**Correction:** Inspection and correction instructions will be communicated at a later date.

In the coming days and weeks, further details about this voluntary recall will be communicated to you as part of the NHTSA reporting process. The upcoming communications will include remedy instruction, part number and recall claim process.

Please know the safety and reliability of our products are of paramount importance to BraunAbility and by taking this proactive measure we hope it demonstrates our commitment to you and the customers we serve.

Sincerely,  
Rick Nelson

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

Director of Customer Care & Aftersales  
BraunAbility