



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 9, 2019

Mr. David Hagstrom
Warranty/Tech Support Manager
Vantage Mobility International, LLC
5202 S. 28th Place
Phoenix, AZ 85040

NEF-150MR
19V-553

Subject: Rear Brake Hoses May be too Short

Dear Mr. Hagstrom:

This letter serves to acknowledge Vantage Mobility International, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
TOYOTA/SIENNA/2012-2018

Mfr's Report Date: July 25, 2019

NHTSA Campaign Number: 19V-553

Components:
SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS

Potential Number of Units Affected: 303

Problem Description:

Vantage Mobility International, LLC (Vantage) is recalling certain 2012-2018 AMS Genesis wheelchair vans, built on a Toyota Sienna vehicles. The rubber brake hoses that attach to the rear wheel assembly may be too short, causing them to rub against the rear axle trailing arm.

Consequence:

The contact may cause failure of the rear brake hoses, resulting in a loss of vehicle control and reduced braking ability, increasing the risk of a crash.

Remedy:

Vantage will notify owners, and dealers will install a set of rear brake hoses that will provide the proper clearance, free of charge. The recall is expected to begin August 9, 2019. Owners may contact Vantage customer service at 1-800-488-9082.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

- Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components that need to be replaced to remedy this recall condition. This information should be provided in an amended 573 in the "Describe what distinguishes the remedy component from the recalled component" section.

- A statement that the defect or noncompliance can cause a vehicle crash without prior warning (49 CFR 577.5 (f)(1)).

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement