



**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



Recall# 19V553

Dear AMS Vans, Toyota Genesis Conversion Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. AMS Vans and Vantage Mobility International (VMI) have determined that a defect which relates to motor vehicle safety exists in its Toyota Genesis side entry mobility vehicle.

**IMPORTANT!**

**It is important that you call your AMS Toyota Genesis manufacturer as soon as possible at the number listed below**

**What Is Being Recalled**

All Toyota Sienna minivans modified by AMS into a Genesis conversion, shipped between August 1, 2015 and December 31, 2018 are recalled by AMS. Your mobility manufacturer will have access to the complete list of affected vehicles identified by Toyota's Vehicle Identification Number (VIN). The VIN is a 17-digit identifier that includes both numbers and letters. It can be found on the OEM sticker, located inside the driver's side door jamb or on the driver's side dash board, visible from the exterior facing the windshield.

The affected population is 304 vehicles.

**Why Is It Being Recalled**

The rubber brake hoses that attach the hard line to the rear wheel assembly may be too short and allow rubbing contact with the rear axle trailing arm. Over time, this chaffing may result in brake hose failure due to rubber line being chaffed through and allowing fluid to leak out. This may lead to brake failure, loss of control and or the ability to use the brakes to stop. This failure exposes our customer to severe risk up to and including property damage, injury or death.

**What AMS(VMI) Will Do**

AMS has replacement parts available at no charge that will be made available to your local repair facility. AMS will include factory authorized instructions with the parts and technical support via email or phone to your repair facility to insure new, longer brake lines are routed and installed correctly. Any additional materials required and all labor costs will be covered by AMS. The estimated time to complete this repair on your vehicle will be approximately 1.5 hours.



After an attempt to take advantage of this recall, you may submit a complaint if you believe your brake line recall was not remedied without charge and/or within a reasonable amount of time.

Please contact:

Administrator, National Highway Traffic Safety Administration

**Mail:** 1200 New Jersey Ave., S.E., Washington, D.C., 20590

**Call:** Vehicle Safety Hotline at 1- 888-327-4236 (TTY: 1-800-424-9153)

**Visit:** <http://www.safercar.gov>

If you have already paid to comply with this notice, we encourage you to seek reimbursement by calling (800) 488-9082, and follow the instructions given.

#### **What You As Owner/Dealer/Operator Should Do**

**Immediately call your local AMS manufacturer at 1 (855) 809-1627** to schedule your vehicle for the brake line replacement. Inform them at the time of the call that you are calling in response to this recall letter. They will work with you and your local repair facility to schedule your appointment and the shipment of parts. If you have difficulty doing this, please contact VMI directly at (800) 488-9082 for assistance.

#### **What If You No Longer Own The Vehicle?**

Please call AMS at the number listed below and forward the new owners contact information for proper and timely notification.

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

**If you have already paid to have your AMS Genesis repaired for this condition**, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, please call **AMS Technical Support at 1 (855) 809- 1627**.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures, please contact **AMS Technical Support at 1 (855) 809- 1627** or by email at

[Service@amsvans.com](mailto:Service@amsvans.com)

We apologize for the inconvenience caused by this safety recall, but the safety of our customers is of the utmost importance.

Sincerely,

Leslie Reynolds  
Compliance Officer  
Vantage Mobility International