



T1 P1 *****SNGLP 21V010 US 501 PL 0

[Redacted]

February 16, 2021

IMPORTANT SAFETY RECALL
NHTSA Recall Campaign # 21V010

This notice applies to your vehicle: [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 Honda Odyssey Power Infloor wheelchair accessible conversions manufactured from September 13, 2018, to December 3, 2020. Vehicles manufactured during this time are susceptible to the fuel tank overfilling into the charcoal canister. If the charcoal canister fills with a sufficient volume of fuel, fuel may seep onto adjacent components or onto the ground. The condition, if present, typically appears early in the vehicle life. The operator may notice a fuel odor and/or small amounts of fuel seeping from the charcoal canister and collecting on the ground. This condition may also cause the check engine light to illuminate. A fuel leak in the presence of an ignition source may increase the risk of fire.

The remedy is to schedule an appointment with your local BraunAbility dealer for inspection and if necessary, repair. The inspection should take approximately 1-hour. You may call and schedule an appointment with a BraunAbility dealer for repair without charge starting on February 4, 2021.



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,
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