

## **IMPORTANT SAFETY RECALL**

### **NHTSA Recall Campaign # 21V817**

October 26, 2021

Dear BraunAbility dealer,

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 2020-2021 BraunAbility Chevrolet Traverse power infloor conversions manufactured from November 9, 2020 – September 10, 2021. Subject vehicles were manufactured with a screw in close proximity to the aluminum transmission case near the driver front tire. Over time, wear to the transmission case could occur. If a leak to the transmission were to occur, it could progress to a loss of engine propulsion, which could increase the risk of a crash. A transmission oil leak in the presence of an ignition source may increase the risk of fire.

The remedy is to remove the screw and clip and replace with a 3/8" nylon ribbed push rivet, which has been provided by BraunAbility with this letter. Refer to Service Bulletin 514501 for complete instruction and repair procedure. If you need additional supply of 3/8" nylon ribbed push rivet you can source locally or order BraunAbility part number 501842-10KS.

After the remedy has been completed you may file for reimbursement through the Warranty System on BraunAbility MyCommunity. The following criteria should be used on the claim form.



**Service Bulletin 514501**

<b>Warranty Claim Criteria</b>			
<b>Cause:</b>	BraunAbility Recall Notice		
<b>Concern:</b>	Potential wear to the transmission could result in a transmission fluid leak.		
<b>Correction:</b>	Remove screw and screw clip. Replace with nylon rivet. Inspect transmission case for leaks.		
<b>Line Type</b>	<b>Description</b>	<b>Hrs.</b>	<b>Topics</b>
Labor	Replace screw and screw clip with nylon push rivet. Inspect.	1.0	Recall>21V817>Repair

VIN specific recall status (incomplete or complete) can be found on MyCommunity by using the global search and reviewing the Recalled Asset status associated with the Asset Record.

*Note: The BraunAbility Recalled Asset information is inclusive of all NHTSA and Transport Canada recalls announced on or after September 1, 2018.*

BraunAbility will be notifying customers impacted by this recall starting next month. Consumers will be offered a \$100 gift card if they have the recall remedy completed on their vehicle within 90 days of receiving notice. As we work to identify the registration information for each affected vehicle, you may be contacted by BraunAbility to search your company's customer records for end user information. If you are contacted by BraunAbility, we will request the end users mailing address you have on file, so we can mail the recall notification to the owner of the vehicle.

Please remember it is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment covered by the notification under a stop sale or recall until the defect or noncompliance is remedied. In other words, if you have a BraunAbility vehicle impacted by this recall in your possession, it must be repaired before it can be sold.

In taking this action, BraunAbility continues to place the safety of our customers at the top of our priorities. We are committed to supporting each of our dealer partners in their efforts to service our customers. It is our hope that the steps outlined in this letter will serve to reaffirm that commitment and acknowledge the value we place in our working relationship. Should you have any questions regarding the matters outlined above, feel free to contact the BraunAbility Recall Team at (833) 863-3539 or [recall@braunability.com](mailto:recall@braunability.com).

Sincerely,  
Rick Nelson



Director of Customer Care & Aftersales  
BraunAbility