



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 15, 2022

Mr. Matt Kramer  
Quality System & Continuous Improvement Manager  
Braun Ambulances  
1170 Production Dr  
Van Wert, OH 45891

NEF-107MR  
22V-911

**Subject:** Condenser Fan Malfunction in HVAC System

Dear Mr. Kramer:

This letter serves to acknowledge Braun Ambulances'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:**

BRAUN AMBULANCES/CHIEF XL/2014-2022  
BRAUN AMBULANCES/EXPRESS/2014-2022  
BRAUN AMBULANCES/EXPRESS PLUS/2014-2022  
BRAUN AMBULANCES/LIBERTY/2014-2022  
BRAUN AMBULANCES/PATRIOT/2014-2022  
BRAUN AMBULANCES/SIGNATURE SERIES/2014-2022  
BRAUN AMBULANCES/SUPER CHIEF/2014-2022  
BRAUN AMBULANCES/TLC/2014-2022

**Mfr's Report Date:** December 9, 2022

**NHTSA Campaign Number:** 22V-911

**Components:**

VISIBILITY:DEFROSTER/DEFOGGER/HVAC SYSTEM

**Potential Number of Units Affected:** 1,321

**Problem Description:**

Braun Ambulances (Braun) is recalling certain 2014-2022 Chief XL, Express, Express Plus, Liberty, Patriot, Signature, Super Chief, and TLC vehicles. Excessive voltage may damage the condenser fan relay, resulting in failure and overheating of the Heating, Ventilation, and Air Conditioning (HVAC) system.

**Consequence:**

HVAC system failure from overheating can increase the risk of a fire.

**Remedy:**

Dealers will replace the relay and install a diode, free of charge. Owner notification letters are expected to be mailed on January 2, 2023. Owners may contact Braun's customer service at 1-877-344-9990. Braun's number for this recall is 2022-02.

**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.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

**AMENDED 573 REQUIRED.**

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. 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. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). 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.

**AMENDED 573 REQUIRED.**

Per the requirements of 573.6(c)(2)(iv), please provide the supplier's name, contact information, address and country of origin (if known) for the affected component(s). If your company manufactured the component itself, then please state so in 573.

**AMENDED 573 REQUIRED.**

We have received and approved Braun's proposed owner notification.

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 eight 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.

Braun Ambulances's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is fluid and cursive, with a checkmark-like flourish at the end.

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement