

SAFETY RECALL NOTICE – OUTER ROLLSTOP BARRIER LATCH ON BRAUN CENTURY AND VISTA 2ND GENERATION PARALLEL ARM LIFTS

Res-care Inc.
9901 Linn Station Road
Louisville, KY 40223

2010 Ford E-350 VIN 1FBSS3BL0ADA53985
Braun Lift NCL919IB-2, Series: DA, Serial Number: O1473

NHTSA Recall Identification Number: 12E002

Dear Braun Lift Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

C & C Ford has decided that a defect which relates to motor vehicle safety exists in certain (series AA through DA) Century and Vista 2nd generation Dual Parallel Arm model wheelchair lifts manufactured by the Braun Corporation from November, 2006 to September, 2010 and installed in your vehicle may develop or exhibit a defect related to the outer roll stop latch. This defect may result in a passenger falling from the elevated lift platform and being injured or killed.

The location of the defect associated with this recall is at the outboard end of the wheelchair lift platform, specifically at the outer barrier. The defect manifests itself when the roll stop latches are no longer capable of restraining the roll stop to prevent wheelchair passengers from defeating or riding over the roll stop. The consequence of the defect is that the roll stop and latch parts may not operate properly or may become bent or misaligned through impact or continued use, and a wheelchair occupant may defeat or ride over the insufficiently latched roll stop. If this occurs when the lift platform is in an elevated position, the wheelchair/passenger may fall to the ground and sustain injury.

Your vehicle with wheelchair lift, identified above, is affected. To correct this condition, please contact your local authorized Braun Dealer and schedule an appointment to have this condition corrected.

The work will take less than one hour to complete. However, additional time may be required depending on your inspection and their shop schedule.

Please bring this Owner Notification Form with you at the time of your appointment and give it to your dealer. This form identifies the lift and the service that is required. This service is free of charge. Once again, an approved Braun service technician will perform the compliance retrofit.

It is recommended that the lift not be used until the corrective procedures associated with this recall are completed.

If you no longer own this vehicle, and you have an address of the current owner, please forward this letter to the new owner.

If you have already paid to have your vehicle's wheelchair lift 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 call C & C Ford at 1-800-332-6696 for instructions on how to file a reimbursement claim

If you have any problem obtaining the needed repair or wish to schedule service with an approved Braun technician, please contact The Braun Customer Experience Group at 1-800-488-0359. A Braun Product Support representative will arrange for prompt attention to your lift.

We regret any inconvenience this action may cause you. However, if after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

C & C Ford