



QUALITY VAN SALES, INC.

Van Conversion Specialists

349 Old Colony Road
Norton, MA 02766
1-800-408-8550
Fax (508) 226-3702

Vehicle Defect Owner Notification Letter

8/29/2012

Year: _____ Make: _____ Model: _____

VIN #: _____

Dear Quality Van Sales Customer:

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

Reason for This Recall

Quality Van Sales, Inc. has determined that a defect which relates to motor vehicle safety exists in certain 2006-2010 vehicles equipped with Braun wheelchair lift model Century-2 (NCL-2), Vista-2 NVL-2. These vehicles have a wheelchair lift in which over time and with frequent use, the roll stop latches on the outer barrier may become bent or misaligned. Should this occur, 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's occupant could fall and sustain injury.

What We Will Do

Quality Van Sales with The Braun Corporation or an Authorized Braun Service Dealer will replace the existing outer roll stop latch/latch bracket and clevis pin. Installation Kit 945-12E002.

What You Should Do

Please contact Quality Van Sales, or an authorized Braun Service Dealer, as soon as possible to arrange a service date. Instructions for making this correction have been sent to Quality Van Sales, along with all Braun Service Dealers, and the parts are available. The labor time necessary to perform this service correction is approximately less than an hour per unit. Please ask Quality Van Sales if you wish to know how much additional time will be needed to schedule and process your vehicle.

Quality Van Sales is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to Quality Van Sales or an authorized Braun Service Dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Quality Van Sales customer service by calling 1-800-408-8550.

After contacting Quality Van Sales, Inc., if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123.

If you have sold or traded your vehicle, please let us know by contacting Quality Van Sales at 1-800-408-8550.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.