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DEALER NOTIFICATION LETTER

IMPORTANT SAFETY RECALL

NHTSA #17V-836 / MV-1 Recall #R1801
SEAT ADJUSTMENT MECHANISM

February 2018

Dear MV-1® Dealer:

Mobility Ventures LLC has decided that a defect which relates to motor vehicle safety exists in 2011 through 2016 MV-1 vehicles. Accordingly, a Safety Recall Campaign to address this issue is being initiated effective February 14th, 2018.

The defect involves the driver's seat height and fore/aft adjustment mechanisms. During a hard rear-impact, the driver's seat height adjustment assembly may disengage from the seat track and the fore/aft seat adjuster may be released, potentially causing the seat to disengage from the seat track. If the driver's seat partially or fully disengages from the seat track in a rear-end crash the driver will have an increased risk of injury.

Owners will be notified by mail about the Recall beginning February 14th 2018. Owners will be instructed to contact you to arrange for an appointment to have a Seat Track Reinforcement Kit installed onto the driver's seat of their vehicle. There is no cost to owners for this Recall Service.

Enclosed you will find information about **MV-1 Recall #1801 – SEAT ADJUSTMENT MECHANISM**. Please review this information carefully.

Important: Some vehicles involved in this Recall Campaign may be in Dealer Inventory (new or used) or in use as demonstrator models. If so, these vehicles must have the Recall Service Procedure completed before retail delivery. To do otherwise is a violation of Federal Law and subject to substantial civil penalties.

You will be receiving during the week of February 18th2018 an initial quantity of the Kits required to perform the subject Campaign Service. Please order additional Kits as necessary through DCS or contact our parts department for assistance.

To minimize customer confusion, your cooperation is requested. PLEASE DO NOT make unsolicited contact with owners informing them of this Campaign. All vehicles involved in this Campaign have been identified and owners are being individually notified to bring their vehicle in for service.

If you have any questions regarding the enclosed material or need assistance with ordering parts, please call our Dealer Hotline at 1-800-874-1370.

Mobility Ventures, LLC

Enclosures (Owners Notification Letter, Recall Service Procedure)

IMPORTANT SAFETY RECALL
THIS NOTICE APPLIES TO YOUR VEHICLE
<Insert VIN Here>

NHTSA #17V-836 / MV-1 Recall #R1801
SEAT ADJUSTMENT MECHANISM

February 2018

Dear MV-1® Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mobility Ventures LLC has decided that a defect which relates to motor vehicle safety exists in 2011 through 2016 MV-1 vehicles. Your vehicle is included in this Safety Recall Campaign.

The problem is . . .	During a hard rear-impact, the driver's seat height adjustment assembly may disengage from the seat track and the fore/aft seat adjuster may be released, potentially causing the seat to disengage from the seat track. If the driver's seat partially or fully disengages from the seat track in a rear-end crash the driver will have an increased risk of injury.
What your MV-1 Dealer will do . . .	Your Dealer will install a Seat Track Reinforcement Kit to your vehicle's driver seat adjustment mechanism. Installation of the Kit will take about 1 hour to complete. Your Dealer may need your vehicle for a longer time due to service scheduling requirements. This important service will be performed at **NO COST** to you.
What you must do . . .	Contact your MV-1 Dealer immediately to schedule an appointment for this important service. **REFERENCE MV-1 Recall #R1801.**
What if you no longer own this vehicle or are the Lessor?	You have received this Notice because our records indicate that you are the current owner. **If you no longer own this vehicle** and you have the address for the current owner, please forward this letter to the new owner. **If you are the Lessor of this vehicle,** please forward a copy of this Notice to the Lessee within ten days, as required by Federal Regulations.
If you need help . . .	If you have trouble getting your vehicle repaired, please call Mobility Ventures Owner Relations at 1-877-681-3678. If you believe that Mobility Ventures LLC or your authorized MV-1 Dealer has failed or is unable to carry-out the required service in a reasonable time or without charge to you, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to http://www.safercar.gov

We are sorry for any inconvenience this Safety Recall may cause, but your safety is our first concern. Your cooperation is appreciated.

Owner Relations Department - Mobility Ventures, LLC

MV-1 RECALL #R1801

Date: 02/2018

Recall Service Procedure

Subject: MV-1 RECALL #R1801 SEAT ADJUSTMENT MECHANISM

Models Affected: All Model Year 2011 through 2016 MV-1 Vehicles

BACKGROUND

During a hard rear-impact, the driver's seat height adjustment assembly may disengage from the seat track and the fore/aft seat adjuster may be released, potentially causing the seat to disengage from the seat track.

OWNER NOTIFICATION

Owners of affected MV-1 vehicles will be contacted and requested to make arrangements with a local dealer for Campaign Service. Campaign Service will be performed at no cost to the owner.

IMPORTANT: Some involved vehicles may be in Dealer Inventory (new or used), or in use as demonstrator models. If so, these vehicles must have the Campaign Service completed before retail delivery.

SERVICE REPAIR AND RELATED COMPONENTS

Service repair will require the installation of a Seat Track Reinforcement Kit onto the Driver's Seat. Removal and re-installation of the Driver's Seat will be required.

PARTS

The Seat Track Reinforcement Kit PN SP002248 can be ordered through the DCS.

WARRANTY

The provisions of the normal warranty policy apply.

TIME

The time required to install the Reinforcement Kit is (.7) hour. Labor operation M181001, warranty type J, complaint code R1801, malfunction code 86.

PROCEDURE

Installing the Seat Adjuster Reinforcement Kit, SP002248

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The drawings and diagrams contained herein are for illustrative purposes only, are not to scale, and do not precisely depict the vehicle and parts represented. Drawings and text may change without notice, and may not reflect the current design.

TOOLS LIST

Tools needed to complete installation are shown below:

(1) 5mm Hex Bit socket
(1) 6mm Hex Bit Socket
(1) M8 Socket
(1) T20 Torx Bit
(1) Ratchet
(1) Torque Wrench (0-25 Nm)
(1) Power Drill
(1) 9/32" Drill Bit
(1) Forked Pry Tool
(1) Diagonal Cutter

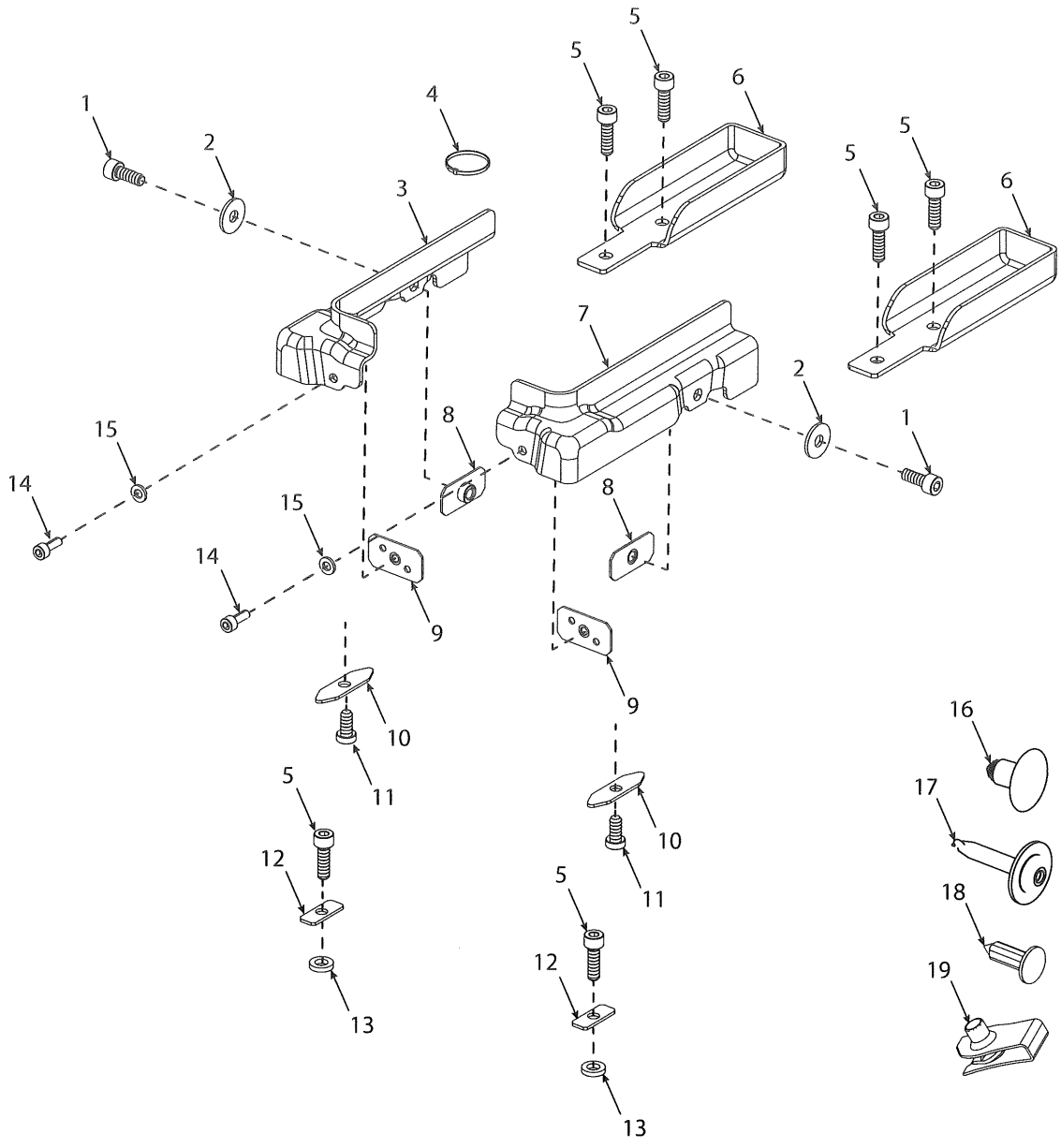
Torque Chart

Item No.	Part No.	Description	Torque
1	PT021226	BOLT, SOCKET HEAD, M8 - 1.25 X 20	25 +/- 3 NM
5	PT021216	BOLT, SOCKET HEAD, M8 - 1.25 X 25	25 +/- 3 NM
11	PT021217	BOLT, SOCKET HEAD, M8 - 1.25 X 16	25 +/- 3 NM
14	PT021223	BOLT, SOCKET HEAD, M6 - 1.0 X 16	9 +/- 1 NM

SEAT ADJUSTER REINFORCEMENT KIT - SP002248

PARTS LIST

Item No.	Part No.	Description	Qty
		ITEMS IN BAG 'A'	
4	PT021219	CABLE TIE	1
10	PT021222	PLATE, REINFORCEMENT, UPPER	2
11	PT021217	BOLT, SOCKET HEAD, M8 - 1.25 X 16	2
		ITEMS IN BAG 'B'	
1	PT021226	BOLT, SOCKET HEAD, M8 - 1.25 X 20	2
2	PT021227	FLAT WASHER, M8	2
8	PT021228	NUT PLATE, SIDE, M8	2
9	PT021225	NUT PLATE, FRONT, M6	2
14	PT021223	BOLT, SOCKET HEAD, M6 - 1.0 X 16	2
15	PT021224	FLAT WASHER, M6	2
18	PT021218	CLIP, PINE TREE	4
		ITEMS IN BAG 'C'	
5	PT021216	BOLT, SOCKET HEAD, M8 - 1.25 X 25	6
12	PT021230	PLATE, REINFORCEMENT, LOWER	2
13	PT021233	FLAT WASHER, .343 X .625 X .125 ZN	2
		ITEMS IN BAG 'D'	
16	PT001405	RETAINER, PLASTIC TREE	2
17	PT016544	SCREW, M4.2 - 1.41 X 26	3
19	PT002448	U-NUT, M4.2 - 141	3
		ITEMS LOOSE IN KIT PACKAGE	
3	PT021221	REINFORCEMENT, CORNER, RH	1
6	PT021231	STOP, F/A ADJUSTER, EXTERNAL	2
7	PT021220	REINFORCEMENT, CORNER, LH	1
20	PT021229	INSTALLATION INSTRUCTIONS, ENGLISH	1



SEAT ADJUSTER REINFORCEMENT KIT - EXPLODED VIEW
ITEM NUMBER SHOWN

Seat Adjuster Reinforcement Kit
Installation Instructions

Estimated Time to complete: .7 Hour

Please read the entire installation instructions before proceeding with the repair. The same procedure is followed for vehicles with and without optional jump seat installed.

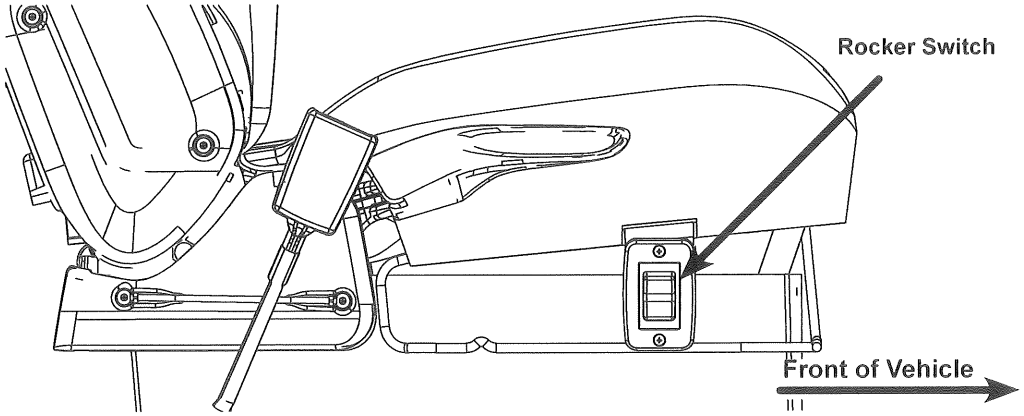


Fig. 1

1. Move Driver seat to full up position by depressing rocker switch on inboard side of seat *See Fig. 1*

2. Adjust seat back to upright position

3. Lift inboard armrest of driver seat to upright position

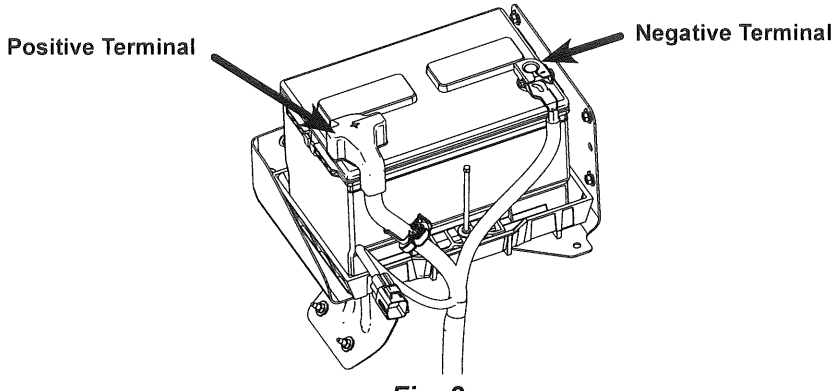


Fig. 2

4. Release and open hood to disconnect the negative terminal from the battery by using M8 socket and ratchet *See Fig. 2*

Seat Adjuster Reinforcement Kit Installation Instructions (continued)

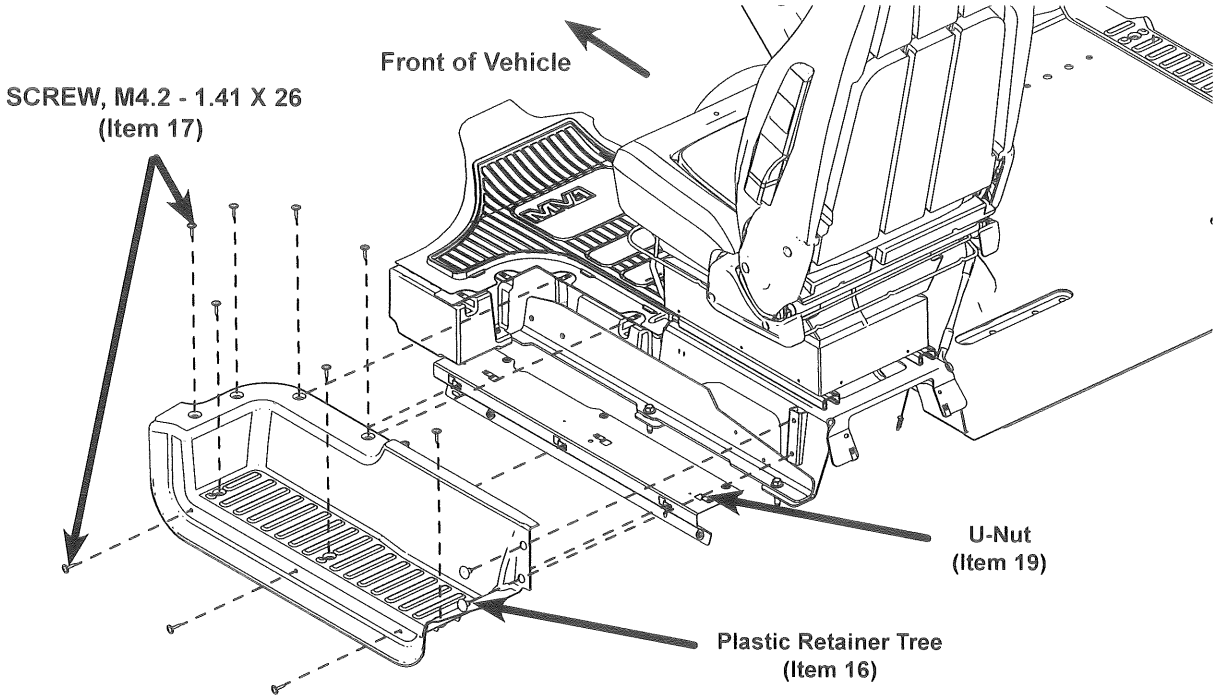


Fig. 3

5. Remove Driver sill plate, using - T20 Torx Bit. Remove and discard (2) Retainer - Plastic Tree located at rear of sill plate using forked pry tool. Retain all (10) SCREW M4.2 - 1.41 x 26 for reinstall. *See Fig. 3*

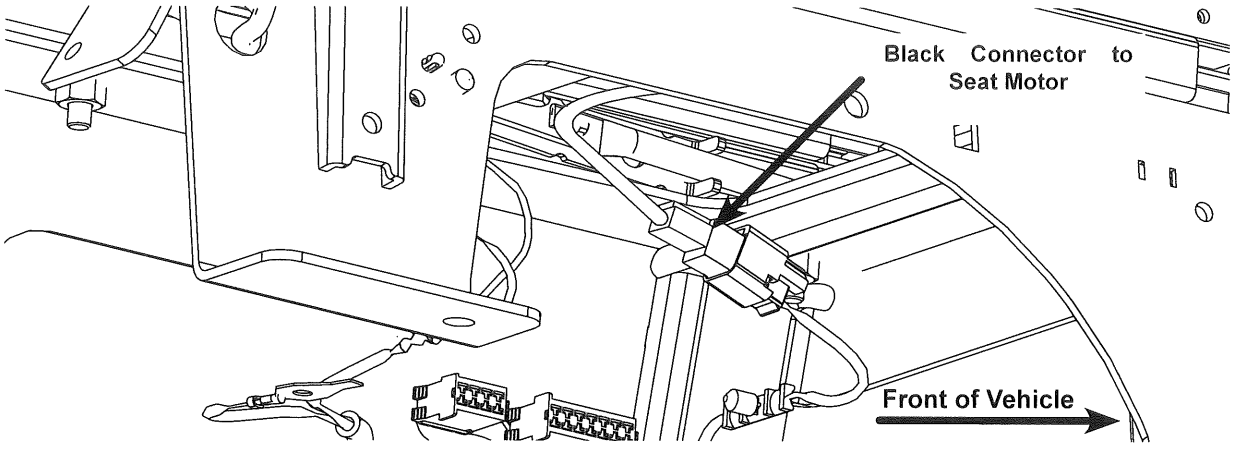


Fig. 4

6. Disconnect black connector to motor located under fixed seat riser *See Fig. 4*

WARNING! Failure to disconnect motor connector may result in pinched or pulled wire

Seat Adjuster Reinforcement Kit Installation Instructions (continued)

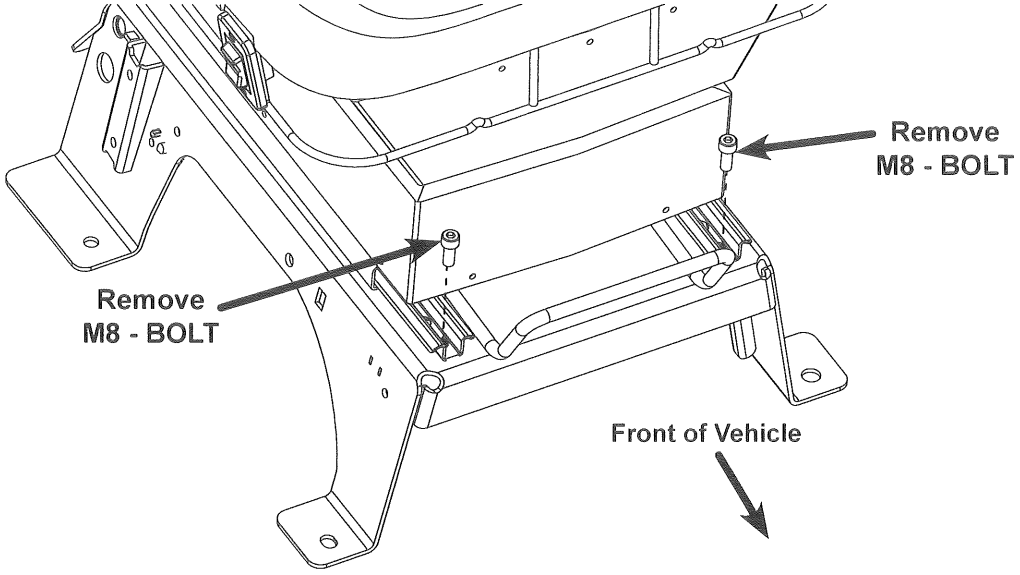


Fig. 5

7. Move seat to full rearward position. Remove and discard (2) M8 Socket Head Bolts using 6M Hex Bit and Ratchet. *See Fig. 5*

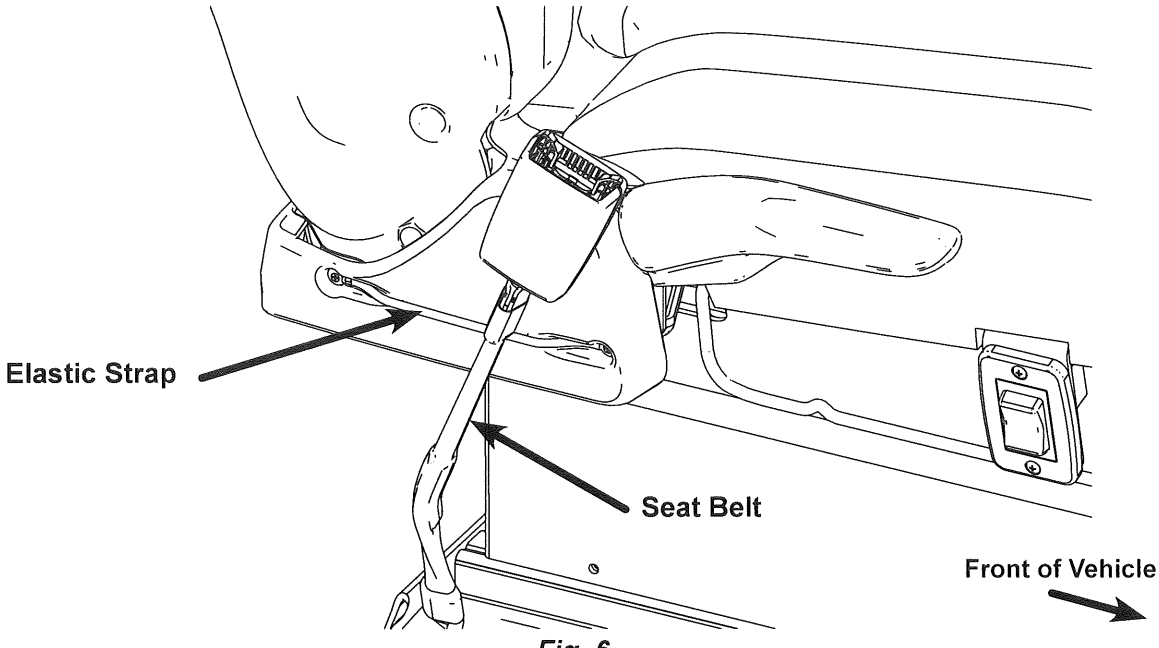


Fig. 6

8. Move seat to full forward position. Free buckle from elastic strap on inboard side by sliding out of strap *See Fig. 6*

Seat Adjuster Reinforcement Kit Installation Instructions (continued)

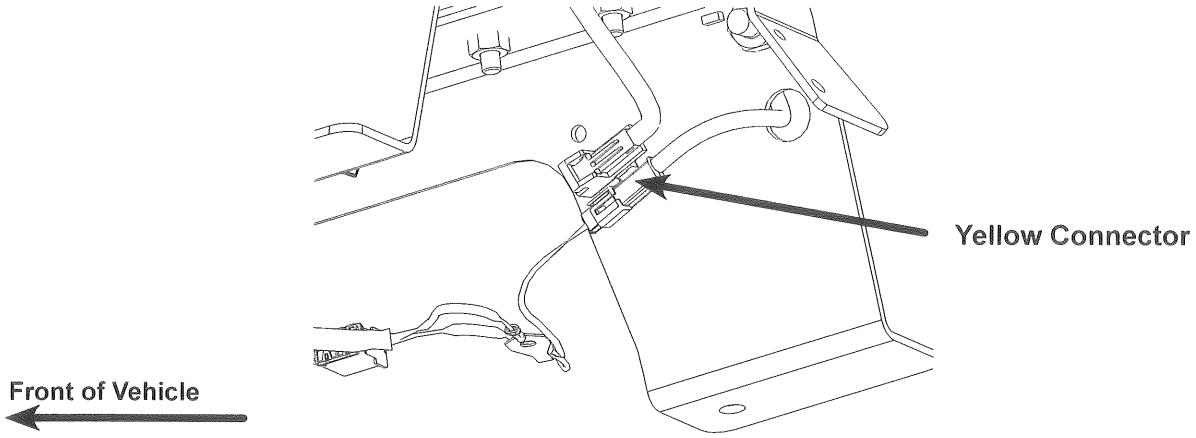


Fig. 7

9. Check for seat side airbag, if equipped use the following step (10) to disconnect. If not equipped with a side airbag, proceed to step (11)

10. Disconnect the yellow airbag connector accessible through top of fixed riser *See Fig. 7*

WARNING! Failure to disconnect airbag connector can result in pinched or pulled wires

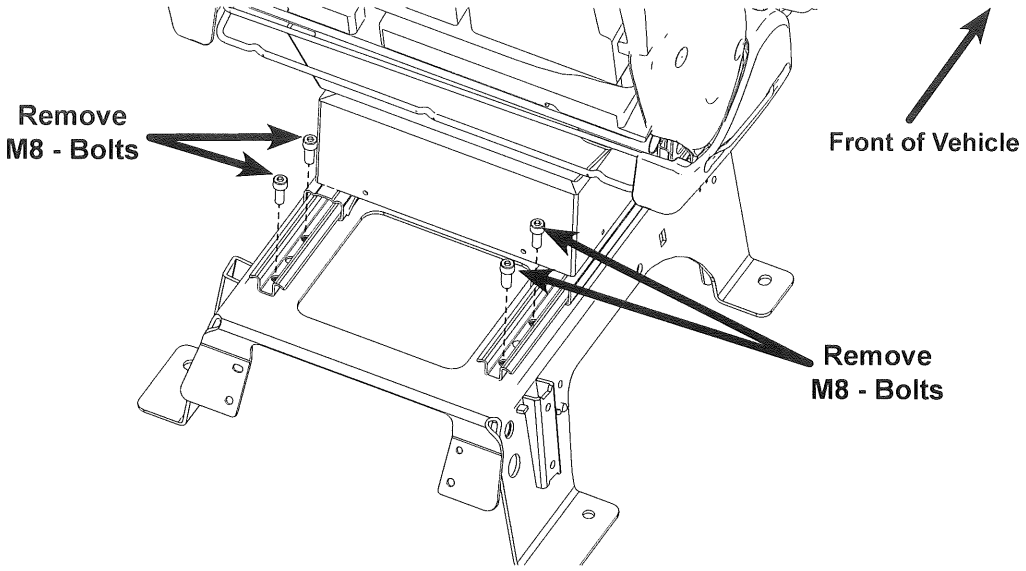


Fig. 8

11. Remove and discard (4) M8, Socket Head Bolts, using 6mm Hex Bit and Ratchet *See Fig. 8*

Seat Adjuster Reinforcement Kit Installation Instructions (continued)

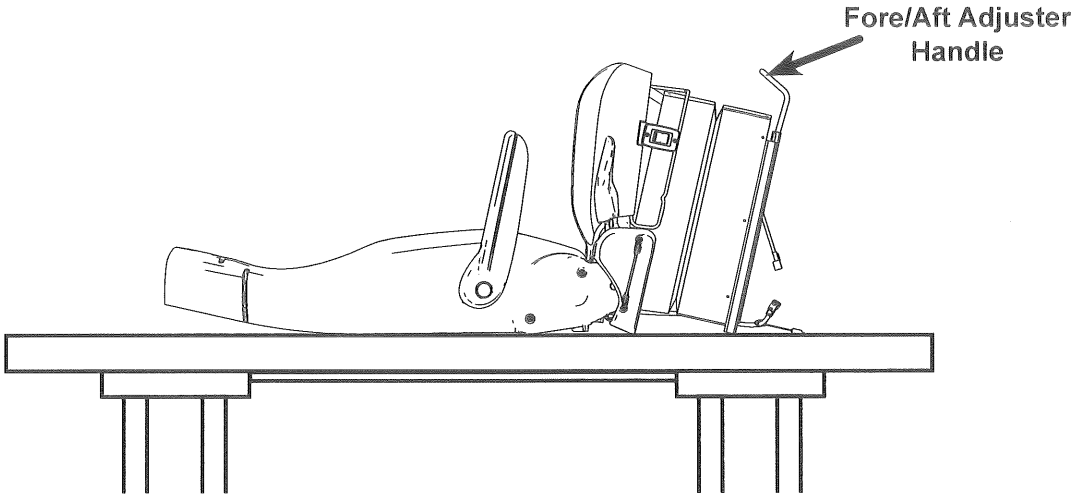


Fig. 9

12. Remove Driver seat from vehicle using rear passenger door. **Seat is HEAVY!** Obtain assistance to remove seat from vehicle and place on suitable bench that will support seat. *See Fig. 9*

CAUTION! Failure to use assistance when removing seat from vehicle could result in personal injury

CAUTION! Do not carry driver seat at any time by the fore/aft adjuster handle located at front center portion of seat adjuster. Damage and loss of longitudinal adjustment may result if carried by the fore/aft adjuster handle

NOTE: Steps 13-30 are done outside of the vehicle

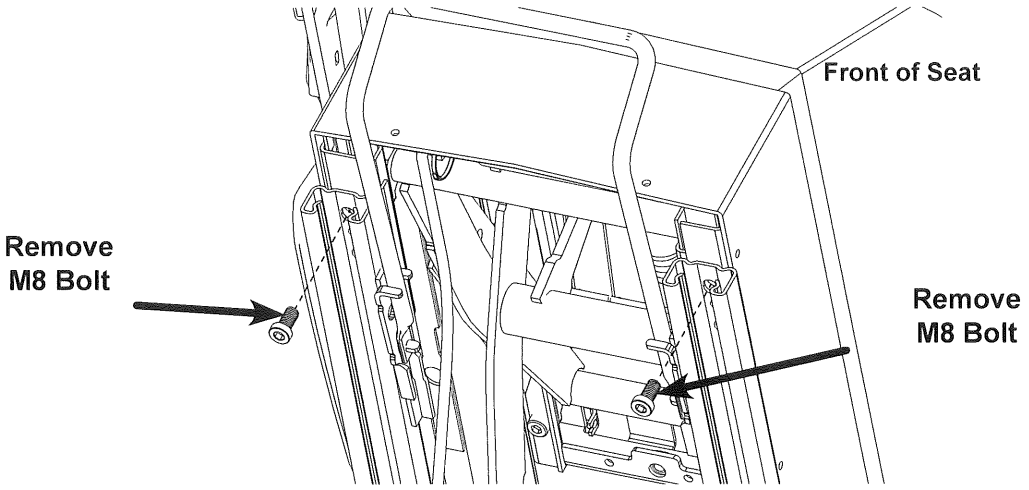


Fig. 10

13. Remove and discard (2) M8, Socket Head Bolt using 6mm Hex Bit and Ratchet *See Fig. 10*

Seat Adjuster Reinforcement Kit Installation Instructions (continued)

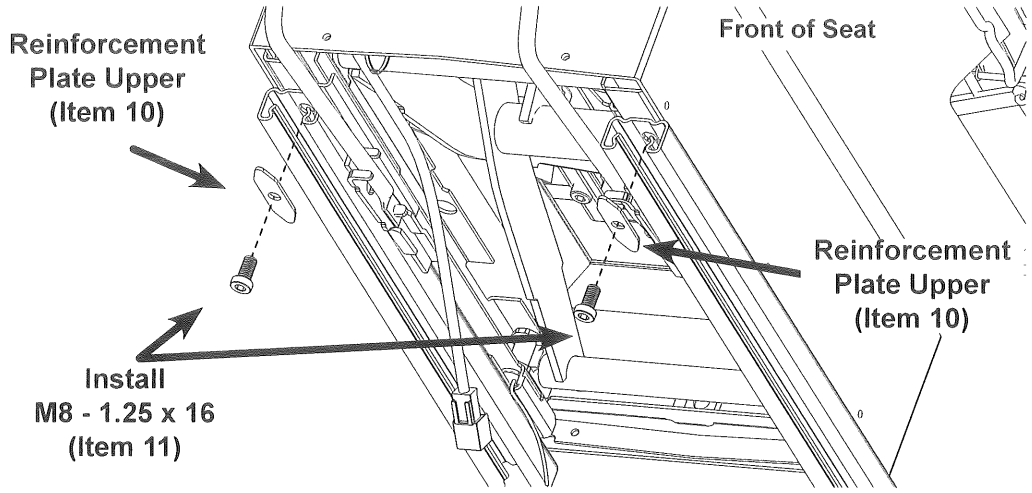


Fig. 11

14. Using hardware from **(BAG A)** Install (1) PLATE-Reinforcement, Upper (Item 10) and (1) BOLT, Socket Head, M8 - 1.25 x 16 (Item 11), on each side of track to seat at front using 6mm Hex Bit and Ratchet. *See Fig. 11* Align plate to be parallel with rail using assistance from the forked pry tool

WARNING: Failure to use correct bolt M8 - 1.25 x 16 (Item 11) may result in damage to seat and improper operation

WARNING: Plate must be parallel to rail. Failure to do so may result in binding of seats fore/aft adjustment

15. Torque both fasteners to (25 +/- 3 Nm) using Hex Bit and Torque Wrench

16. Un-velcro the center section of vinyl skirt at front of seat

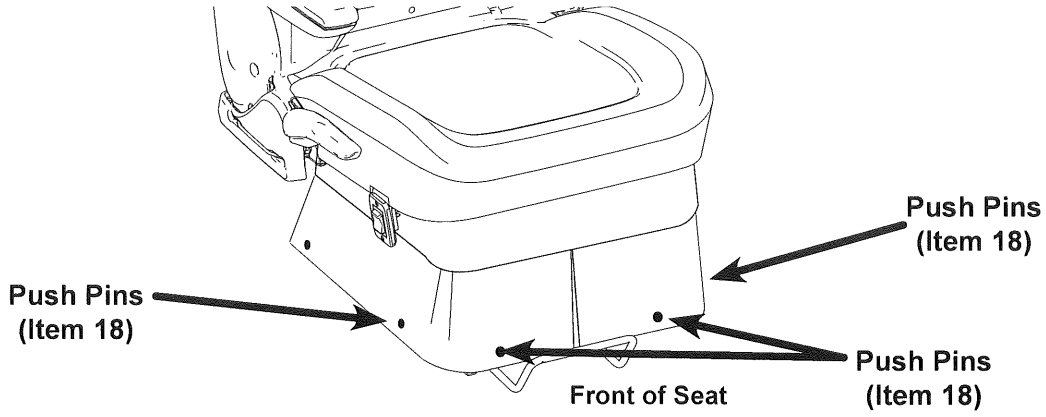


Fig. 12

17. Remove the (2) front push pins and the (1) forward push pin on each side of seat skirt using forked pry tool. *See Fig. 12*

Seat Adjuster Reinforcement Kit
Installation Instructions (continued)

18. Pull up skirt to expose the height adjuster

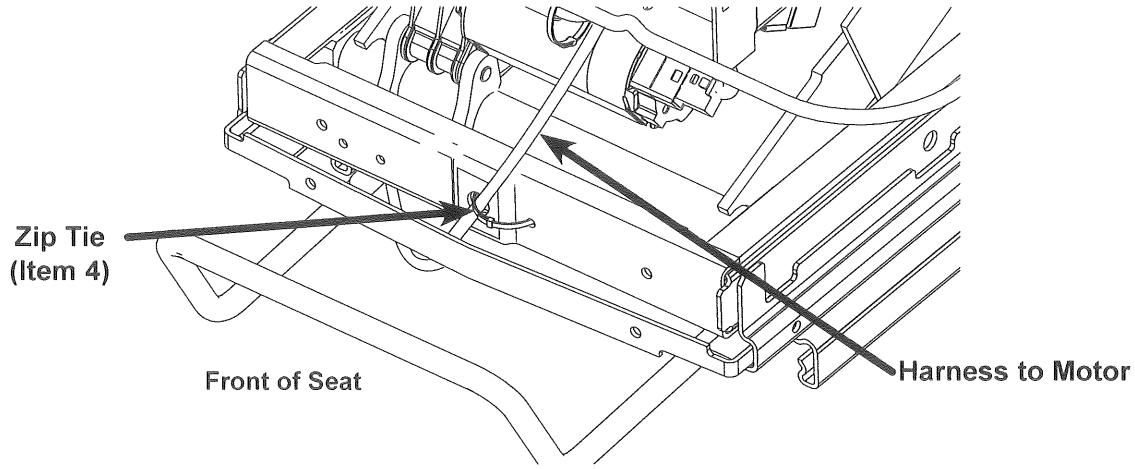


Fig. 13

19. Ensure wire harness at front of seat is tie-strapped to center hole. If it's not, then cut existing cable tie with diagonal cutters and move attachment point to center of seat. Secure wire harness with (1) CABLE TIE (Item 4), cutting excess of cable tie with diagonal cutters *See Fig. 13*

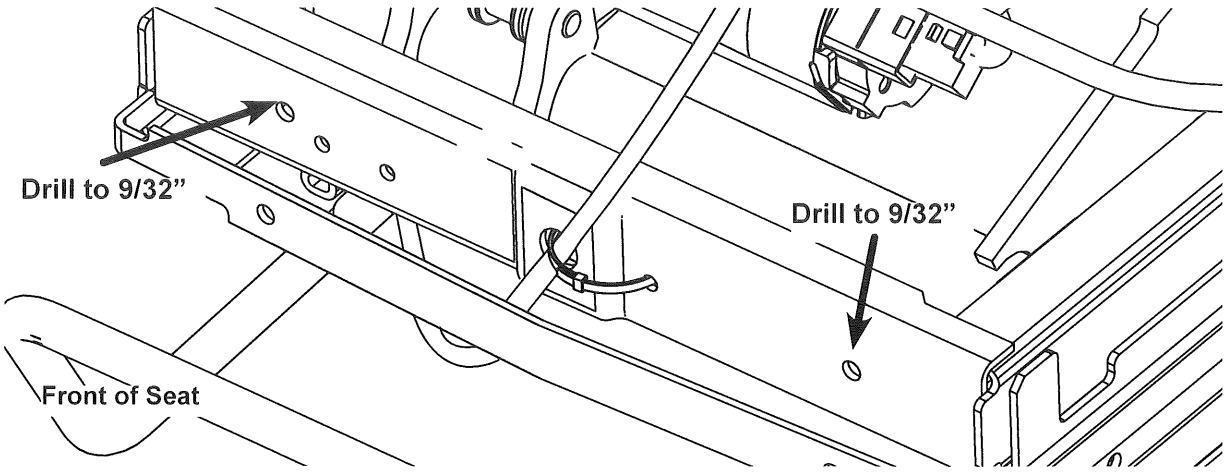


Fig. 14

20. Open up (2) outboard 5mm holes on front of seat by drilling (2) 9/32" holes as shown in *Fig. 14* using 9/32" Drill ensuring not to damage fore/aft adjuster handle

CAUTION! Failure to take care when drilling may result in damage to the fore/aft adjuster handle

NOTE: It is acceptable to drill at slight angle to clear adjuster handle

Seat Adjuster Reinforcement Kit Installation Instructions (continued)

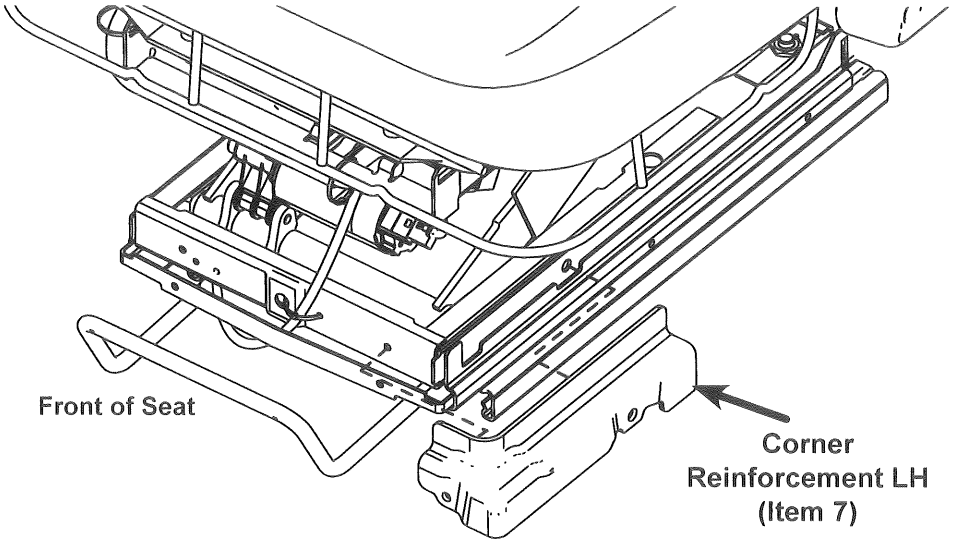


Fig. 15

21. Locate (1) LH REINFORCEMENT CORNER, (Item 7), making sure both holes line up (one on side and one in front) *See Fig.15*

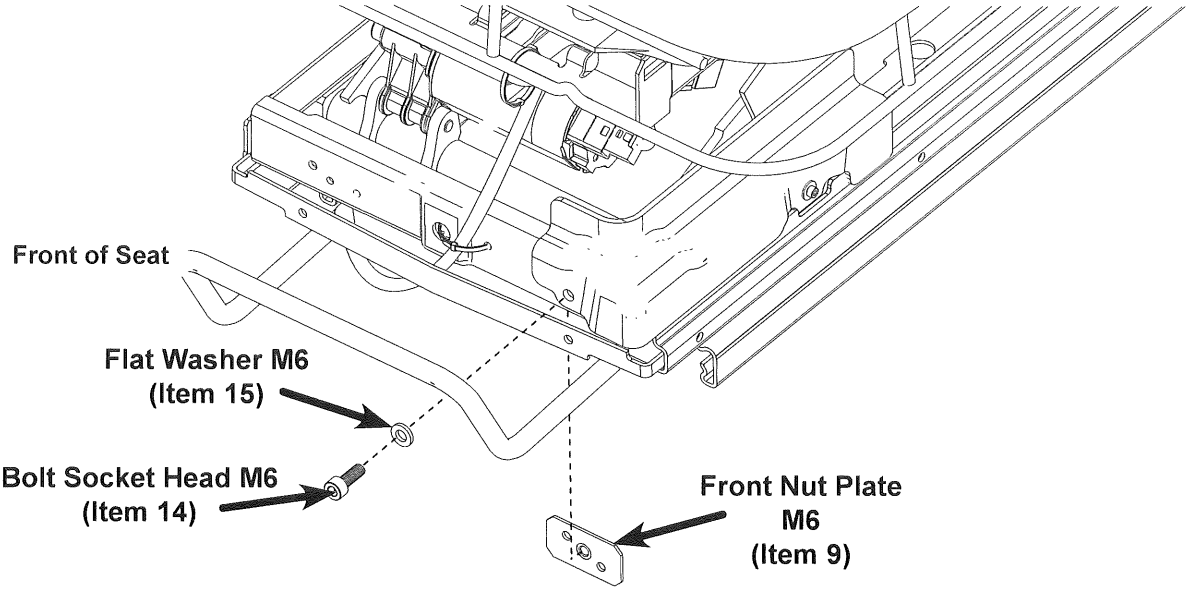


Fig. 16

22. Using hardware from **(BAG B)** hand start (1) BOLT Socket Head M6 - 1.0 x 16 (Item 14) with (1) FLAT WASHER M6 (Item 15) thru front of corner reinforcement into (1) NUT PLATE M6 (Item 9) *See Fig. 16*

Seat Adjuster Reinforcement Kit
Installation Instructions (continued)

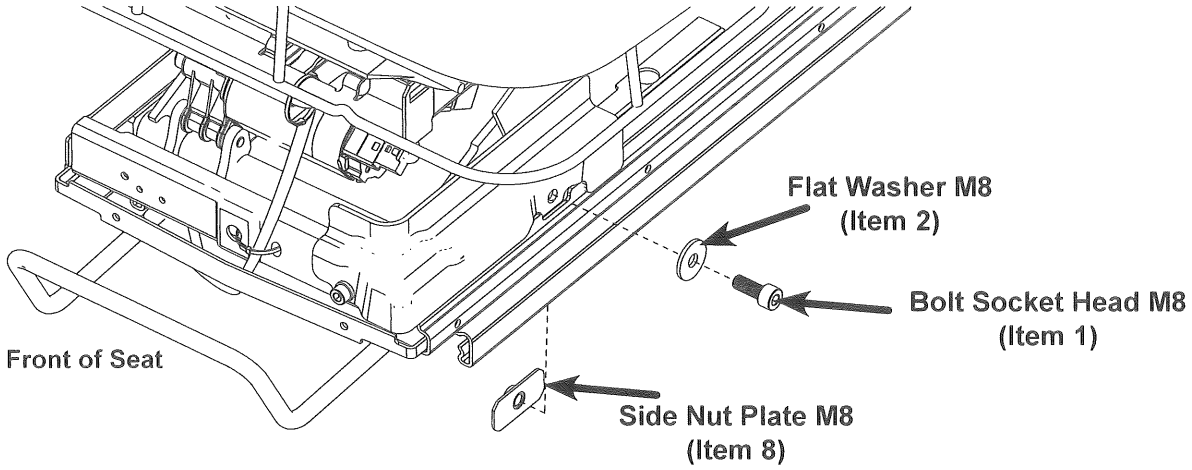


Fig. 17

23. Hand start (1) BOLT Socket Head M8 - 1.25 x 20 (Item 1) with (1) FLAT WASHER M8 (Item 2) thru side of corner reinforcement into (1) NUT PLATE M8 (Item 8) *See Fig. 17*

NOTE: Be careful when handling nut plates as there is grease inside the rails

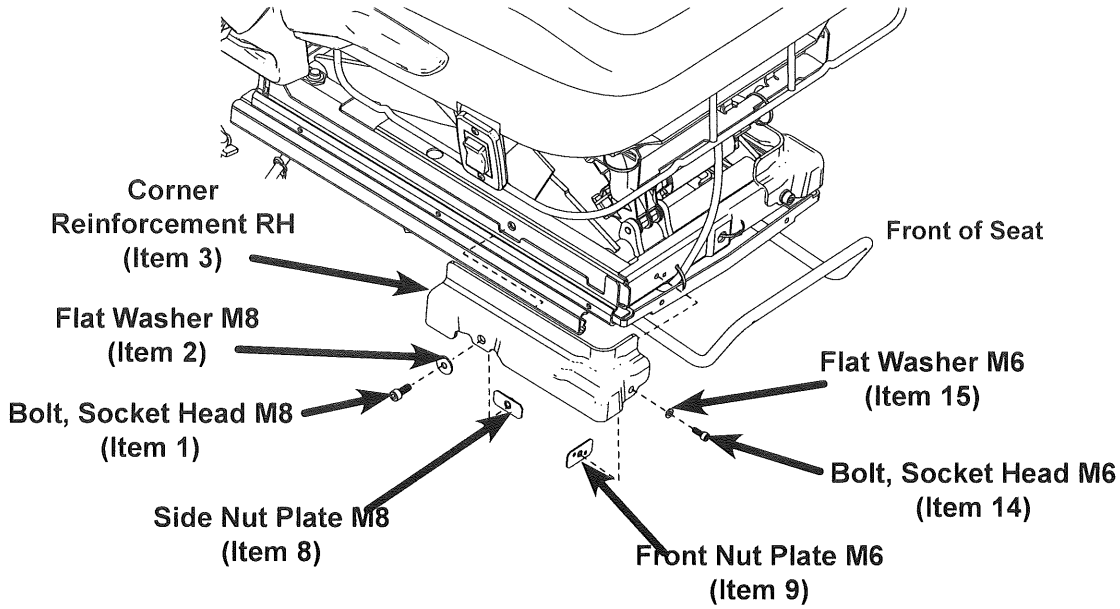


Fig. 18

24. Repeat steps 21-23 for RH corner reinforcement (Item 3) installation on RH side of seat *See Fig. 18*

Seat Adjuster Reinforcement Kit
Installation Instructions (continued)

25. Tighten all fasteners from steps 23-25 using tool 5mm Hex Bit, 6mm Hex Bit, and Torque wrench. Torque M6 Bolts to 9 +/- 1 Nm and torque M8 Bolts to 25 +/- 3 Nm. Ensure not to scratch the fore/aft adjuster handle

26. Pull vinyl skirt back down over reinforcements and reattach with (4) Pine Tree Clip (item 18) *See Fig. 12*

27. Refasten vinyl skirt at front by attaching Velcro

28. Locate Driver seat onto fixed riser entering vehicle thru rear passenger door. **Seat is HEAVY!** Obtain assistance to move seat.

CAUTION! Failure to use assistance when moving seat could result in personal injury

CAUTION! Do not carry driver seat at any time by the fore/aft adjuster handle located at front center portion of seat adjuster. Damage and loss of logitudunal adjustment may result if carried by the fore/aft adjuster handle

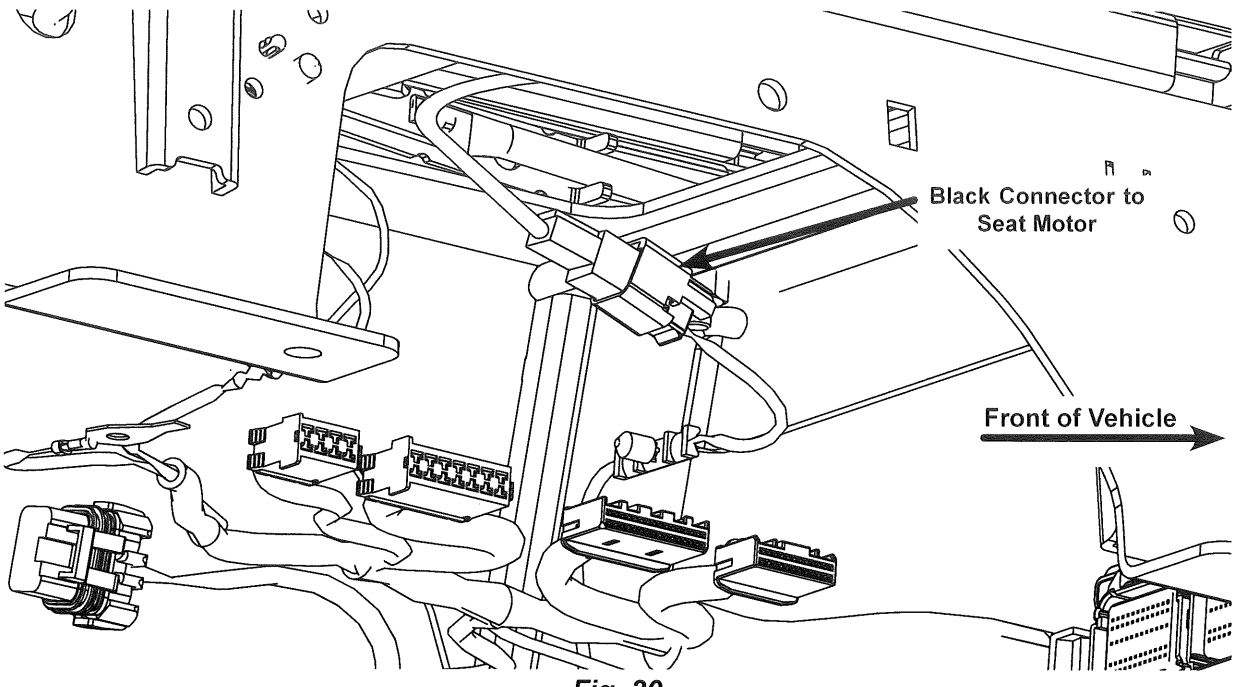


Fig. 20

29. Re-connect black connector to motor located under fixed seat riser *See Fig. 20*

Seat Adjuster Reinforcement Kit
Installation Instructions (continued)

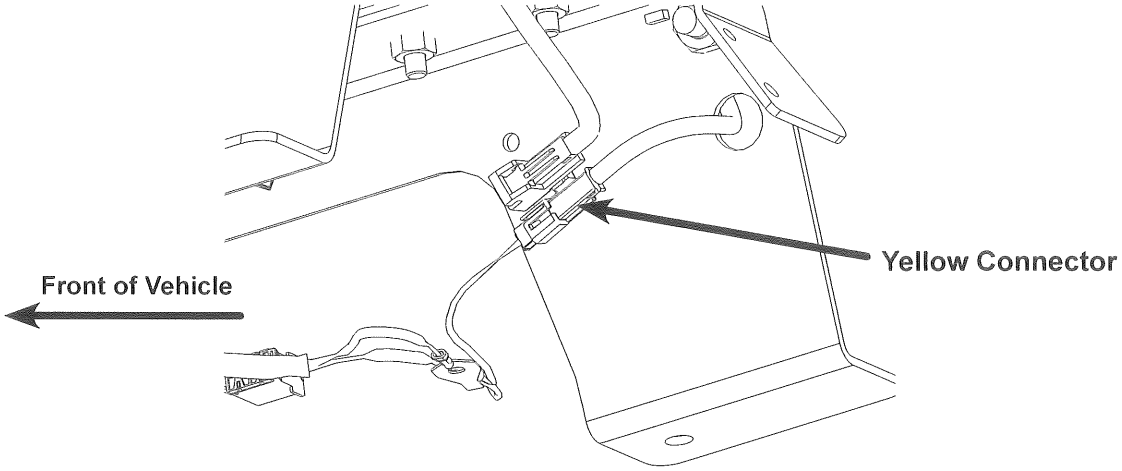


Fig. 21

30. If equipped with seat side airbag re-connect the yellow airbag connector accessible through top of fixed riser *See Fig. 21*

NOTE: Make sure connectors are properly connected before next step

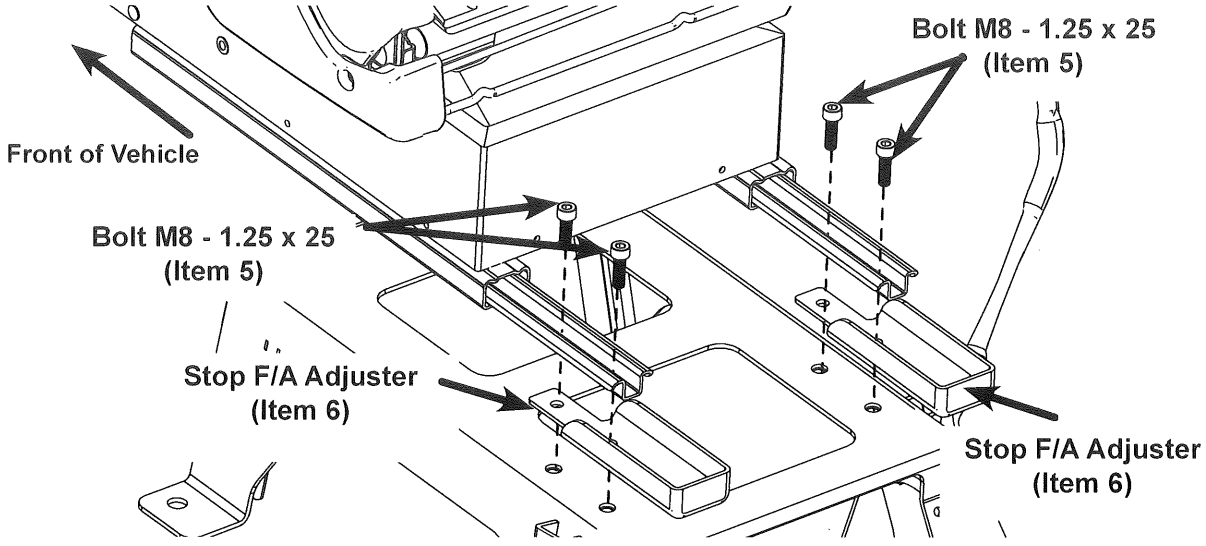


Fig. 22

31. Locate (2) Stop - Fore/Aft Adjuster (Item 6) between the fore/aft adjuster and the seat riser at rear aligning 2 mounting holes *See Fig. 22*

32. Using hardware from **(BAG C)** Install and tighten seat asm to riser using (4) BOLT, Socket Head M8 - 1.25 x 25 (Item 5) using 6mm Hex Bit and Ratchet

33. Move seat to full rear position

Seat Adjuster Reinforcement Kit
Installation Instructions (continued)

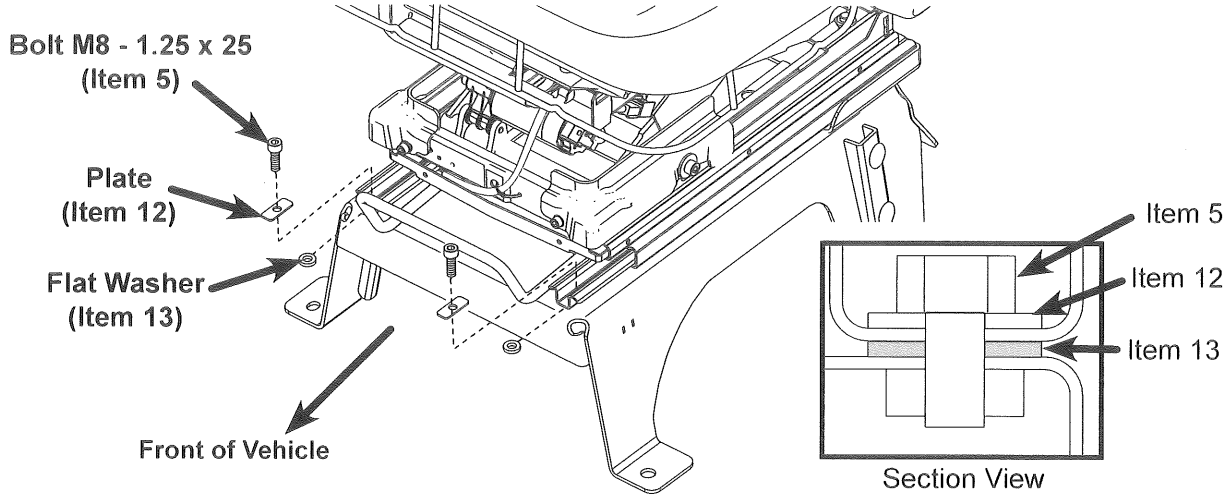


Fig. 23

34. Locate (2) Reinforcement Plate Lower, (Item 12) inside and above lower rail at front of track. Locate (2) Flat Washer .343 x .625 x .125 ZN, (Item 13) underneath lower rail between fore/aft adjuster and fixed seat riser *See Fig. 23*

35. Tighten seat asm to riser at front using (2) BOLT, Socket Head M8 - 1.25 x 25 (Item 5) using 6mm Hex Bit and Ratchet. Torque to 25 +/- 3 Nm using Torque Wrench.

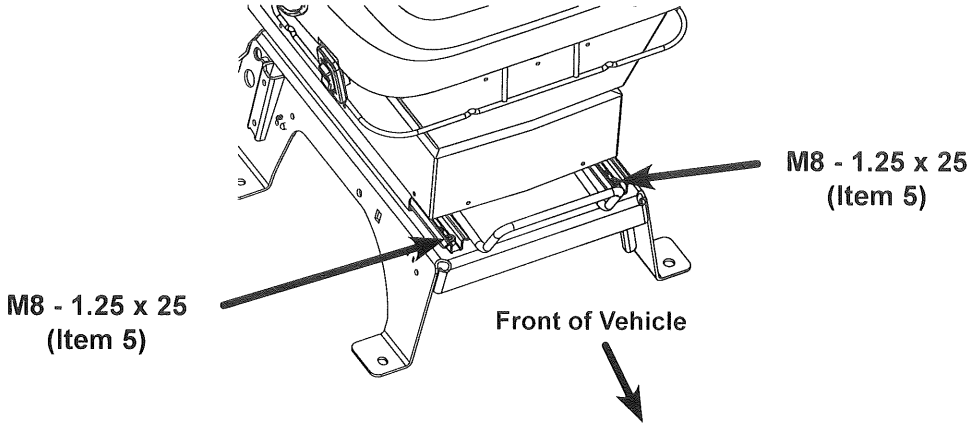


Fig. 24

36. Slide seat full forward and torque (4) BOLT, Socket Head M8 - 1.25 x 25, (Item 5), to 25 +/- 3 Nm *See Fig. 24*

37. Reinsert buckle into elastic strap on inboard side of seat asm *See Fig. 6*

38. Using hardware from **(BAG D)** reinstall Driver sill plate by securing with (10) Screw, M4.2 - 1.41 x 26 using T20 Torx Bit and Ratchet. Also install (2) Retainer Plastic Tree (Item 16) located at rear of sill plate. Kit includes (3) Screw M4 2 - 1.41 x 26 (Item 17) and (3) U-Nut, M4.2 - 1.41 (Item 19) to be used if needed *See Fig 3*

Seat Adjuster Reinforcement Kit
Installation Instructions (continued)

39. Release and open hood and reconnect the negative terminal to the battery using M8 Socket and Ratchet

40. Verify function of fore/aft seat adjuster by sliding seat rearward and forward

41. Verify function of up/down seat adjustment by depressing rocker switch on side *See Fig. 1 on page 4 of this instruction sheet*

42. Start Vehicle and verify no presence of warning lights or faults. If warning lights or faults are present, determine cause and repair