



AMERICAN EMERGENCY VEHICLES
165 AMERICAN WAY
JEFFERSON, NC 28640
P: 800-374-9749 F: 336-846-8010

IMPORTANT SAFETY RECALL: NHTSA 20V-300

June 23, 2020

This notice applies to your AEV Ambulance with the VIN number(s) included with this document:

AEV Ambulance vendor component issue, NHTSA recall number: 20E-031

Dear American Emergency Vehicle Ambulance Owner,

!! IMPORTANT !!

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. AEV has confirmed a defect which relates to motor vehicle safety exists in certain AEV ambulances with Liquid Spring suspension built on Dodge 2019/2020 RAM Chassis. This may affect vehicles manufactured between May 2018 through April 2020. Our records indicate that your ambulance may be equipped with this suspension assembly within this particular date range.

WHAT IS BEING RECALLED?

Ambulances built with LiquidSpring suspension built on Dodge 2019/2020 RAM 4500/5500 Chassis.

WHY IS IT BEING RECALLED?

The affected Liquid Spring suspension component is the rear brake caliper flexible line. The routing of the rear brake caliper flexible lines during the installation of the suspension kit may be causing brake caliper flexible line wear due to contact with a suspension component(s). Continued vehicle use with the rear brake caliper flexible line contacting suspension a component(s) may result in partial or complete loss of rear service brakes which could cause damage to the chassis and/or other vehicles, and possibly result in a crash.

WHAT YOU AS THE OWNER/OPERATOR SHOULD DO:

You are receiving this notice because records indicate that you may have purchased a vehicle equipped with an affected LS suspension system. LiquidSpring recommends that vehicle operator(s) be aware of any abnormal brake pedal feedback or reduced braking ability and that the rear brake caliper flexible lines should be inspected for any leakage. If any wear is found on the rear brake caliper flexible lines (not the protective spiral wrap), do not drive the vehicle. You should immediately contact Liquid Spring at 765-474-7816 Ext. 1 for Customer Service - 8:00 a.m. – 5:00 p.m. EDT Email: service@liquidspring.com You will need to provide the complete Vehicle VIN, Suspension Serial Number and name of the Vehicle Manufacture. The affected suspension systems have a serial number range 2007563 – 2013191. The suspension system serial number may be found on the serial number plate located on the driver side front frame hanger of the suspension.

WHAT LIQUID SPRING AND AEV WILL DO:

If you have a 2019-20 model year RAM 4500/5500 cab chassis equipped with a LiquidSpring suspension system within the above serial number range, please contact LiquidSpring to arrange service to have the rear brake caliper flexible lines inspected and modified to address the potential wear issue, Free of charge (approximately 1 hour repair). The LiquidSpring contact information is as follows: Phone: 765-474-7816 Ext. 1 for Customer Service - 8:00 a.m. – 5:00 p.m. EDT Email: service@liquidspring.com You will need to provide the complete Vehicle VIN, Suspension Serial Number and name of the Vehicle Manufacture.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures please contact Liquid Spring Customer Service at 765-474-7816 Ext.1 or the AEV Warranty/Customer Service Department (with your complete Vehicle VIN) referencing in subject line "Recall Brake Liquid Spring" via email, warranty@aev.com or by phone 1-800-374-9749.

If you feel Liquid Spring or American Emergency Vehicles has not fully answered your questions, please contact 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 www.safercar.gov .

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days. If you are no longer owner of this vehicle, please forward this letter to current owner or provide us with information so we may contact the new owner.

American Emergency Vehicles is dedicated to providing the safest ambulances in the industry, and vehicle safety is our highest priority. We sincerely regret the inconvenience this recall poses to all of our customers.

Sincerely,

Randy A. Hanson
President/General Manager
American Emergency Vehicles