



Important Safety Recall

NHTSA Recall Number: 20V316

Date: June 16, 2020

Dear [Dealer Name],

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

Recently, we were informed by LiquidSpring NHTSA Recall 20E031 that it has determined that a defect which relates to motor vehicle safety exists in a component in certain LiquidSpring suspension systems installed on 2019 RAM 4500 and 5500 chassis.

The affected system 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.

You are receiving this notice because [Dealer's Affected Customer/s and their Vehicle/s] is/are impacted by this recall. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

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.

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.

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

If LiquidSpring or Braun Industries fails or is unable to arrange service as described above without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to www.safercar.gov.

We apologize in advance for the inconvenience this issue may cause your organization. We will continue to work with LiquidSprings and make every effort to make this as simple as possible on both our Dealers and our Customers.

Sincerely,