



150 North Star Drive / PO Box 1204 / Chehalis, WA 98532 / 360.748.0195 / 800.245.6303 / fax 360.748.0256

Important Safety Recall

NHTSA Recall Number: 21V-008

Date: April 1, 2021

Subject: RAM Rear Brake Caliper Flexible Line Modification Safety Recall Notice

Dear North Star Ambulance Owner,

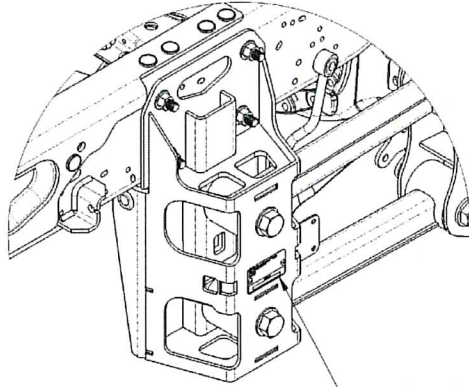
This notice is being sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

LiquidSpring LLC has determined that a defect which relates to motor vehicle safety exists in a component of certain LS suspension systems installed on 2019-20 model year RAM 4500/5500 cab chassis, and only suspension systems installed on the above chassis are included in the safety recall.

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 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 our records indicate that you may have purchased a vehicle equipped with an affected LS suspension system. We recommend 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.

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. See Figures 1 & 2 for the location and view of the serial number plate.



Serial Plate Location

Figure 1. Serial Plate Location

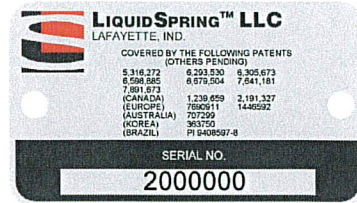


Figure 2. Serial Plate

Liquid Spring has requested that affected customers contact them directly for warranty repairs related to this recall. However, Braun Northwest can also assist with information, parts, and or repairs. 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 or Braun Northwest to arrange 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

Braun Northwest contact information is as follows:

Phone: 360-748-0195 or 800-245-6303 Service hours are 7:00 a.m. – 3:30 p.m. PST

If LiquidSpring or Braun Northwest 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.

Sincerely,

Jim Braun – Vice president



EMERGENCY VEHICLES

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