



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 3, 2021

Mr. Thomas O' Hara
Custom Truck And Body Works
13787 Whitehouse Parkway
Woodbury, GA 30293

NEF-150MR
21V-016

Subject: Brake Line Routing Fluid Leak

Dear Mr. O' Hara:

This letter serves to acknowledge Custom Truck And Body Works's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

RAM/4500/2020
RAM/5500/2020

Mfr's Report Date: January 20, 2021

NHTSA Campaign Number: 21V-016

Components:

SERVICE BRAKES
SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS
SUSPENSION:REAR

Potential Number of Units Affected: 6

Problem Description:

Custom Truck And Body Works is recalling certain 2020 Dodge 4500 and 5500 vehicles. In the affected suspension systems, the rear brake caliper flexible line may have been routed so that it contacts a suspension component, possibly causing excessive wear and a loss of rear brakes.

Consequence:

A worn rear brake caliper flexible line may cause brake fluid leakage, which may result in a partial or complete loss of the rear brakes, increasing the risk of a crash.

Remedy:

Custom Truck And Body Works will notify owners, and dealers will repair the affected suspension systems, and rear brake caliper flexible line, free of charge. Owners may contact Custom Truck And Body Works customer service at 1-706-553-9178. Custom Truck And Body Works number for this recall is 20E-031.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is written in a cursive style with a long, sweeping underline.

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigations
Enforcement