



## IMPORTANT SAFETY RECALL

12/4/14

Dear [Customer Name],

This notice applies to your US Ambulance with a VIN number of [VIN]

Subject: Liquid Spring Suspension **NHTSA** Recall Number: 14V-642

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

We have been notified by one of our suppliers that they have issued a safety recall in regards to their suspension fluid tank mount bracket. This letter is to notify you that your vehicle(s) may be affected; VIN number(s) listed above.

Wheeled Coach Industries, Inc. (Wheeled Coach) has decided that a defect which relates to motor vehicle safety exists in a component in certain Liquid Spring (LS )suspension systems kits installed on 2013-2015 emergency vehicles built on Ford E450, F450, F550, and GM G3500/4500 chassis. Only suspension systems kits for the above chassis are included in the safety recall.

The affected system component is the mounting bracket that attaches the suspension fluid tank to the frame. The bracket may develop a fracture that may result in the fluid tank becoming supported only by the hose connection(s). Continued vehicle use in this condition (hose connections(s) only) may result in the fluid tank contacting the ground which could cause damage to the chassis. If the suspension fluid tank mount fractures and the tank separates from the chassis, the tank may become a road hazard, increasing the risk of a crash. Attached please find a copy of Liquid Spring's owner letter, which provides technical details regarding the recall and the remedy. The remedy will be performed by Liquid Spring at no cost to you. **To arrange for the remedy please contact:**

**Liquid Spring 765-474-7816 x109 or email [warranty@liquidsprings.com](mailto:warranty@liquidsprings.com)**

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact our warranty department.

**U.S Ambulance contact information is as follows: Phone: 855-661-9232**

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 provide us with any contact information so we may contact the new owner.

If U.S. Ambulance fails or is unable to arrange communication with Liquid Spring, 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](http://www.safercar.gov).

Sincerely,

Ruth Gabaud  
Customer Service Coordinator