



FRAZER, LTD.
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Defining the future of Mobile Healthcare.™

Important Safety Recall

NHTSA Recall Number: 20V-313

Date: June 10, 2020

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

Dear Frazer Customer,

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

Frazer, Ltd. has been notified by LiquidSpring LLC, the manufacturer of a chassis suspension system, that certain kits/components are subject to a safety recall. The recall affects LiquidSpring suspension systems installed on 2019-2020 model year RAM 4500/5500 chassis.

Per LiquidSpring NHTSA Safety Recall **20E031** the affected system components are the rear brake caliper flex lines. 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 a 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.

Frazer, Ltd. was provided with a list of affected serial numbers. You are receiving this notice because our records indicate your vehicle may be equipped with an affected system. Frazer, Ltd. recommends that the affected vehicle(s) be inspected immediately for signs of premature wear on the rear brake caliper flexible hoses and if found, arrange for repair immediately. Even if no signs of wear are found upon inspection, Frazer, Ltd. recommends that the recalled components are repaired/replaced per the attached LiquidSpring recall campaign notice.



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If you have a 2019-2020 model year RAM 4500/5500 chassis equipped with a LiquidSpring suspension system with serial number within the **2007563 - 2013191** range, it is recommended that you contact LiquidSpring directly to arrange service to have the rear caliper flexible brake lines repaired and modified, free of charge. Affected customers may also bring their vehicles to any Frazer authorized service facility for warranty repair work.

The LiquidSpring contact information is as follows:

Phone: 765-474-7816 Ext. 1 for Customer Service - 8:00 am - 5:00 pm EDT

Email: service@liquidspring.com please reference recall **20E031**

The Frazer, Ltd. contact information is as follows:

Phone: 1-888-372-9371 and ask for service - 7:00 am - 4:30 pm CDT

Email: service@frazerbilt.com

If Frazer, Ltd. 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.

At Frazer, we are committed to providing the safest and highest quality products. We apologize for the inconvenience this may cause and look forward to working with you to properly resolve this issue.

Sincerely,

Darren Ward, President

P.S.

Potential affected Frazer unit numbers:

E-3269
