



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 29, 2021

Ms. Tara Quattlebaum
Warranty Parts Specialist
Excellance, Inc
453 Lanier Road
Madison, AL 35758

NEF-150MR
21V-023

Subject: Brake Line Routing May Cause Wear and Fluid Leak

Dear Ms. Quattlebaum:

This letter serves to acknowledge Excellance, Inc'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/4500/2019-2020
RAM/5500/2019-2020

Mfr's Report Date: January 26, 2021

NHTSA Campaign Number: 21V-023

Components:

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

Potential Number of Units Affected: 397

Problem Description:

Excellance, Inc (Excellance) is recalling certain 2019-2020 Excellance-modified RAM 4500/5500 vehicles to be equipped with CLASS Suspension Systems. 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:

Excellance will notify owners, and dealers will install a kit to remedy any damage and to prevent any future damage, free of charge. The manufacturer has not yet provided a schedule for recall notification. Owners may contact Excellance customer service at 1-800-882-9799.

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 ensure the following requirements are met:

Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If your company does not have dealers or distributors, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

AMENDED 573 REQUIRED.

Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. Please be reminded that all owners must be notified of the safety risk associated with this filing within 60 days of the 573 being submitted. If the remedy is not available at that time, mail the interim notice, following it with a second notice once the remedy becomes available. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If there are no owners involved in this recall, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

AMENDED 573 REQUIRED.

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,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement