

IMPORTANT SAFETY RECALL

NHTSA Recall – 24V120

This notice applies to your vehicle, [REDACTED]

MY23/24 Ford Super Duty Brake Retrofit

Dear Valued Customer:

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

Horton Emergency Vehicles has identified a defect which relates to motor vehicle safety in certain MY 2023/24 Ford F450/F550/F600 vehicles equipped with a LiquidSpring (LS) rear suspension.

Please note: The Vehicle Identification Number that are affected by this recall is located at the top of this letter.

What is the defect?

When designing the MY23/24 kit, LS identified a condition where the left rear factory steel brake line can come into contact with the strut mount when dumped wearing a hole in the factory line causing a loss of fluid resulting in brake loss, increasing the risk of a crash.

Corrective Action:

Their fix was to make a retrofit kit that includes a bracket and brake line extension, these parts were included in LS kits ordered for MY23/24 trucks. As part of our inspection process, it was noticed an MY23/24 chassis didn't have these parts installed. Based on internal investigation, it was determined that additional MY23/24 chassis were potentially delivered without the retrofit parts installed.

Labor Time:

Estimated time for the free remedy may be up to .3 for inspection up to 2.0 hours to replace the brake line, brackets, and bleed the brakes.

What You Should Do:

If you need further assistance with this notification, contact your local dealer to have the work performed. If you cannot locate a dealer, call Horton Emergency Vehicles at 1-800-282-5113 select option 2 and then select option 2 to locate your nearest dealer. Steps will be taken to ensure the recall is performed at the nearest dealer.

If you have completed this remedy prior to receiving this letter, please notify and contact Horton Emergency Vehicles at warranty@hortonambulance.com.

Reimbursement:

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 Horton Emergency Vehicles at 1-614-317-9661.

Documenting the work:

- Please email warranty@hortonambulance.com to start the claim process and to submit invoices for the work and to obtain necessary parts. Please put the recall number found in this letter in the subject line and include the vehicles VIN in the body of the email.

Information Change:

If you have changed your address, sold, or traded your vehicle, please email us at warranty@hortonambulance.com to provide updated information. Federal law requires that forward a copy of this safety recall to the lessee within 10 days.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Horton Emergency Vehicles at 1-614-317-9661. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect without charge.

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely,

Horton Warranty

Horton Emergency Vehicles