



U.S. Department  
of Transportation

1200 New Jersey Avenue, SE  
Washington, DC 20590

**National Highway  
Traffic Safety  
Administration**

October 22, 2007

MR. BENJAMIN VANDE GRIEND  
CUSTOMER SERVICE MANAGER  
LINK MANUFACTURING,LTD  
223 15TH STREET, NE  
SIOUX CENTER IA 51250

NVS-215kjs  
07E-086

Subject: AFTERMARKET REAR AIR SUSPENSION

Dear MR. VANDE GRIEND:

This letter is to acknowledge the recent defect information report. 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:**

CHEVROLET/C4500/2005-2007  
CHEVROLET/C5500/2005-2007  
GMC/C4500/2005-2007  
GMC/C5500/2005-2007  
LINK/ULTRARIDE/9999

**NHTSA Campaign Number:** 07E-086

**Mfg's Report Date:** September 12, 2007

**Components:** SUSPENSION

**Potential Number of Units Affected:** 367

**Summary:**

CERTAIN LINK ULTRARIDE REAR AIR SUSPENSION SYSTEMS, MODEL 8M000070, SOLD FOR INSTALLATION AS AFTERMARKET EQUIPMENT ON GM CHASSIS MODELS 4500 AND 5500, AMBULANCES AND SHUTTLE BUSES. THE AXLE SIDE LATERAL CONTROL BRACKET OF THE SUSPENSION HAS CRACKED IN SOME CASES.

**Consequence:**

IF THE LATERAL CONTROL ROD BRACKET FRACTURES, THE HANDLING OF THE VEHICLE WILL BE ADVERSELY AFFECTED, INCLUDING POSSIBLE LOSS OF VEHICLE CONTROL AND POSSIBLY A VEHICLE CRASH.

**Remedy:**

LINK WILL NOTIFY OWNERS AND PROVIDE REPAIR KITS FREE OF CHARGE AND WILL REIMBURSE FOR LABOR AND INSPECTION COSTS. THE RECALL BEGAN JUNE 7, 2007. OWNERS CAN CONTACT LINK TOLL-FREE AT 1-800-222-6283.

**Notes:**

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information and be reminded of the following requirements:

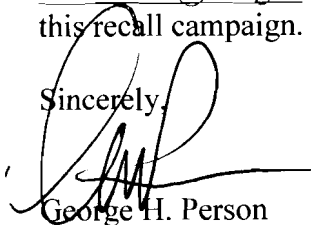
It is our understanding that notification to owners began on June 7, 2007, prior to our review of the owner notification letter. Should it become necessary for Link to do a renotification, the follow-up notification must be submitted to this office for review and it must comply with the requirements of Part 577.5, "Notification pursuant to a manufacturer's decision" and Part 577.10, "Follow-up notification."

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. The first quarterly report will be due in this office on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,



George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement