



Innovative Products for the Transportation Industry

Service BULLETIN

6/4/2007 – 8M000035 Ford F450/550 Suspension

To: UltraRide® Suspension Dealers

RECEIVED JUN 18 2007

RECEIVED JUN 12 2007

Summary of Service Issue

Recently a small number of **ambulances** built using a F450 cab chassis with the Link® 8M000035 suspension were found to have cracked frames. These cracks are closely associated with excessive metal to metal contact between the vehicle frame and the Link suspension. The crack can be found radiating from the center of the rear shock cut-out in the lower flange of the F450 frame (See figure 1 in the attached drawing). If not found and corrected, the crack will propagate up the web of the frame and finally across the top flange until the frame rail is completely fractured. The effects of this crack and eventual frame fracture can be serious, but may not be noticeable to the driver due to the ambulance body maintaining alignment of the fractured frame rail.

We are asking that you notify all of the ambulance customers that you have sold this suspension to. Please treat this as a high priority.

Here is the action plan that needs to be followed:

- 1) **Inspect** vehicle frame rails. A drawing showing where to inspect is attached.
- 2) **Call Link Manufacturing** at 1-800-222-6283 to inform us that the inspection has been made.
- 3) If any **cracks are found**, call Link's Customer Service Dept. immediately to receive the repair instructions along with the service kit. At that time, a labor allowance and labor rate will be discussed and approved by Link.

Sincerely,

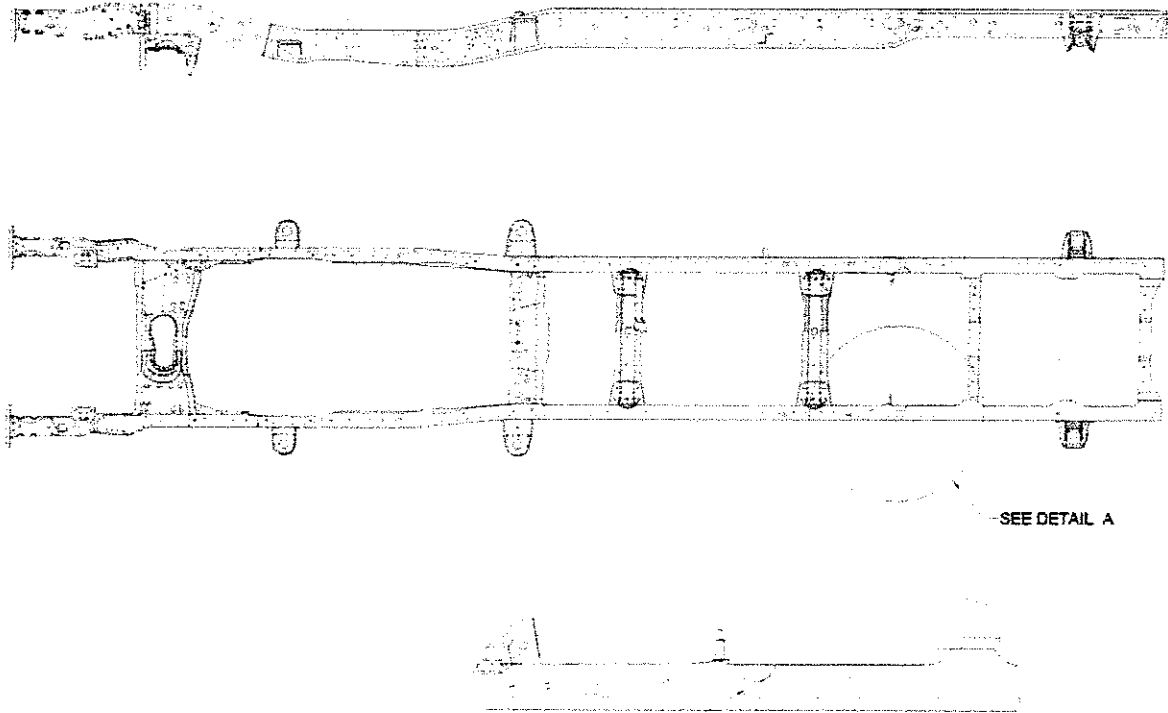
Benjamin Vande Griend
Customer Service Supervisor
Link Manufacturing, Ltd.

Actions

Inspect vehicle frame rails per Figure 1.

If a crack (or cracks are) is found, call Link Customer Service at 1-800 222-6283 for more information.

Figure 1: F450/550 Vehicle Frame



**Inspect for cracks in
this area (both sides)**

DETAIL A