



GILLIG CORPORATION

RECEIVED
NVS-819

BOX 3008
HAYWARD, CALIFORNIA
94540-3008
TELEPHONE 510/785-1500
FAX # 510/785-6819

2004 NOV -3 P 12:39

November 2, 2004

OFFICE OF DEFECTS
INVESTIGATION

Ms. Kathleen DeMeter
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, DC, 20590

04V-500

Subject: Gillig Corporation Notices & Bulletins...October, 2004

Dear Ms. DeMeter,

Gillig sent out recall letters on the Sure-Lok wheelchairs Restraint System in October.
Gillig did no other bulletins during October.

Sincerely,

Gillig Corporation

Charles E. Koske
Senior Vice President, Engineering

Cc: R. Birdwell

CEK/sh
Attachment

<Date>

Gillig Campaign ID Number: 04E-058

<Name>

<Title>

<Property>

<Address>

<City>, <State> <ZIP>

Attn: <Name>

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

Gillig and our suppliers, Freedman Seating Company, USSC Seating & Sure-Lok, have decided that a defect which relates to motor vehicle safety exists in some buses built using Freedman seats with Sure-Lok wheelchair restraint systems, USSC seats with Sure-Lok wheelchair restraint systems, and American Seats where Gillig installed the Sure-Lok wheelchair restraint system.

What The Issue Is:

A few Sure-Lok retractable wheelchair tie-down assemblies have a defect that places the sprocket teeth of the retractor assembly out of alignment, causing the load pawl to not fully seat in the sprocket teeth. In the event of a crash, this could cause injury to a wheelchair occupant.

**What We Are Asking
You To Do:**

- 1. Inspect each retractor assembly in accordance with the enclosed set of instructions.***
- 2. If any defective assemblies are found, please contact Sure-Lok for replacement parts which will be supplied at no cost to you.***
- 3. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.***
- 4. 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***

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<Date>

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with this recall. For more information contact Gillig at 1-800-735-1500.

What Gillig Will Do For You:

- 1. File a warranty claim for each bus inspected and/or repaired.**

If You Have Concerns:

Any questions regarding the information should be directed to Gillig Field Service, (1-800-735-1500) available from 8 AM until 4 PM, Monday through Friday.

You may also send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590. Or call the Toll-free Auto Safety Hotline, (1-888-327-4236)

We regret any inconvenience that this situation may cause you. Gillig wants to assure you that we are concerned about customer safety and your continued satisfaction with our products.

Sincerely,

THE GILLIG CORPORATION



**Robert L. Birdwell
Executive Director, Quality & Service**

**RLB:rlb
Encl.**

CC: Mr. Chuck Koske, Sr. V.P., Engineering, Gillig

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