

<Date>

**Gillig Campaign ID Number: 05V-271**

<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 Tenneco Automotive, have decided that a defect which relates to motor vehicle safety exists in some buses built between January, 2004 and April, 2005.***

**What The Issue Is:**

***A small percentage of front suspension torque rods manufactured during 2004 and early 2005 were made with improperly cast clamps, which could result in breakage of the clamps during initial torque of the bolts. This could result in a loss of control of the vehicle.***

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

- 1. Inspect each bus listed on the enclosed list of buses in your fleet per the instructions also enclosed.***
- 2. If any suspect assemblies are found, please replace torque rod per the enclosed set of instructions.***
- 3. Fill out the tag provided for each rod removed and attach the tag to the rod. Return the rod(s) to Tenneco using the pre-addressed label also provided with the new rod(s).***
- 4. Fill out a warranty claim for the labor involved and submit that claim to Gillig Service.***
- 5. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.***

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**6. 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 Gillig at 1-800-735-1500.**

**What Gillig Will Do For You:**

**1. Process the warranty claim, (Labor and Shipping), once the rods have been returned to Tenneco, (to insure the rods are not mistakenly used again).**

**2. Order additional rods for you if needed.**

**If You Have Concerns:**

**Any questions regarding the information should be directed to Gillig Field Service, (1-800-735-1500) available from 6 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**