

Gillig Low Floor Bus Front Axle Rod Removal and Installation Procedures

It has been discovered that a small percentage of torque rod cast clamps have been cast improperly, which could result in the breakage of clamps when initially torqued. As a precaution, all torque rods with cast clamps installed on vehicles since January 2004 are being replaced with a torque rods using a clamp of a different design. The following will provide instructions on how to identify the recalled torque rods. Also outlined is the procedure for the replacement of recalled rods.

INSPECTION PROCEDURE

Once a bus is identified the following procedure should be used to identify which, if any, of the rods need replacement.

- A list of buses by VIN that potentially have suspect clamps accompanies this notice. Only buses that match these VIN numbers will have to be inspected.
- All rods with suspect clamps will be located on the front suspension only. No rear rods are involved.
- Suspect clamps can only be identified by using the markings on the cast clamp located in the center of the rod.
- Identification should be performed while the rod is still installed on the vehicle.
- Castings are identified by a raised part number 477760 cast in them on one side and a cavity number and lot number beginning with a letter followed by 3 numbers (X_ _ _) on the other. See Figure 1.
- Some vehicles may not have any rods on them that meet the recall requirements. Others could have just one, or up to all 4 rods, that meet the requirements for replacement.

After the bus is put on a lift where the rods can be easily accessed and inspected, the suspect clamps can be identified as noted in the attached photo (Figure 1).

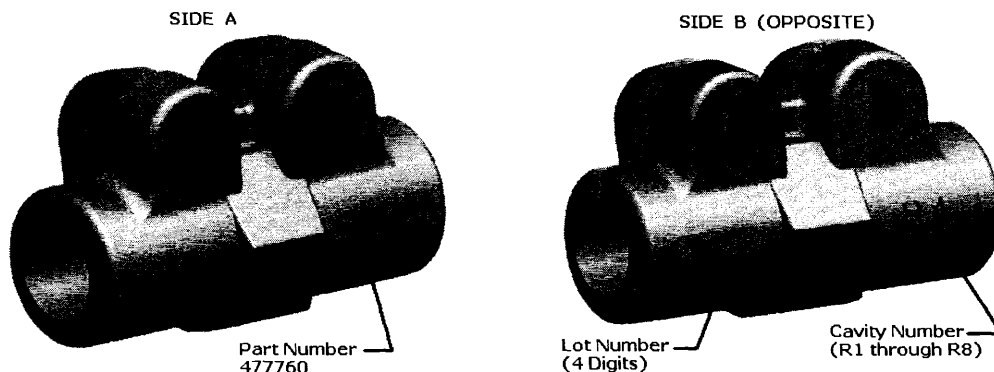


Figure 1: Clamp Identification Aid

Not included in the recall are rods with clamps having the part number 477762 cast in them. These clamps can also be identified with a cavity number ending in the letter S and a 4 digit numerical lot number. Unlike the recalled clamps, these clamps will have all of the identification marking cast into the part on the same side. See Figure 2

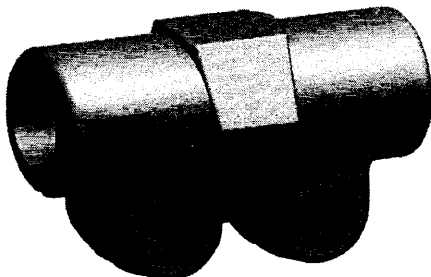


Figure 2: Identification Aid for Clamps Not Included in the Recall

REMOVAL AND REPLACEMENT PROCEDURE

In order to maintain the existing alignment, the replacement rod should be adjusted to the same length as the rod removed. The replacement rod should be reinstalled in the same orientation as the original.

-If more than one rod requires replacement on a bus, remove and replace each rod one at a time.

Length Adjustment

- Replacement rods will need to be adjusted to the same length as the rod it is replacing.
- Replacement rods clamps are tightened to a low torque for shipping. Loosen clamps before adjusting.
- Adjust the replacement rod by turning the clamp spacer, **not the rod ends**, until it is equal in length to the removed rod (See figure 3).

Installation

- Install the replacement rod in the same location as the rod it is replacing.
- Bolts used to mount the rod to the vehicle should be tightened 180 foot pounds.
- New rods will be provided with labels that read "INSTALL REARWARD, THIS SIDE DOWN" & "INSTALL FORWARD THIS SIDE DOWN" to ensure they are reinstalled in the proper orientation.
- After the rods have been installed on the vehicle, tighten the bolts through the rod clamps to 140 foot pounds.

-If necessary, replace any remaining rods rod(s) on the vehicle that meet the recall requirements in the same manner as above.

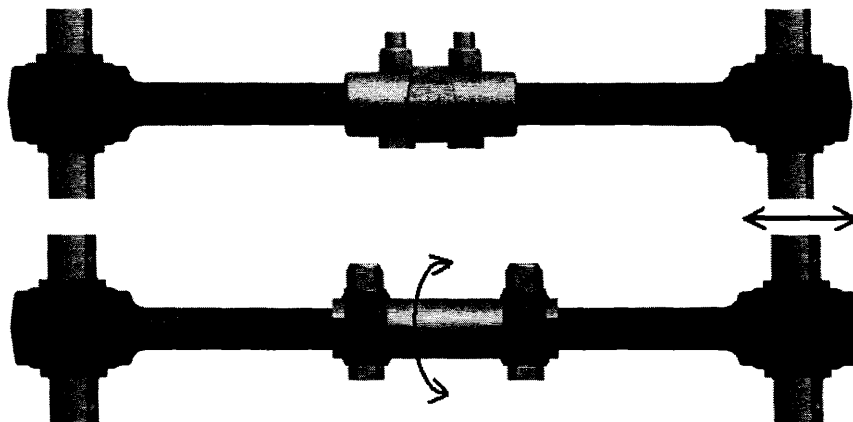


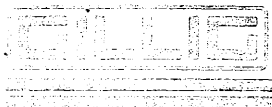
Figure 3: Procedure to adjust new rod to length of removed rod.

Note the new rod utilizes a clamp design with a machined center spacer with individual clamps on each end. Adjust the replacement rod to the same length as the removed rod by rotating the center spacer, not the rod ends. This procedure will assure that the bus alignment is maintained.

A guideline for estimated time to inspect each involved bus and replace suspect rods when needed has been set. On average, it should take about ½ hour to bring each bus in for inspection and identify any rods that need to be replaced. In addition, it should take about 1 hour to remove, adjust and replace each suspect rod following the instructions above, which includes ¼ hour for adjusting the rod.

Replaced rods are to be returned using the supplied red tags to Tenneco Automotive, 503 Weatherhead Street, Angola, IN 46703.

If you have any questions regarding the identification or replacement procedure, please call Gillig Field Service for assistance at: (510) 264-5077.



GILLIG CORPORATION

June 17, 2005

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

<Name>
<Title>
<Property Name>
<Street Address>
<City>, <State> <ZIP>

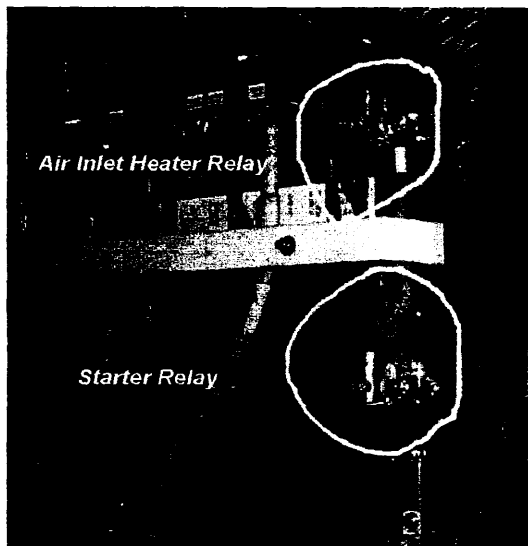
Re: Starter & Air Inlet Heater Relays

Dear <Name>:

We are sending you one 51-21794-005 Cole-Hersee relay for each bus listed on the attachment included with this letter.

Cole-Hersee determined that some of relays manufactured between the eighth week and the nineteenth of 2005 could be effected.

We would like you to look at each relay on these buses, to see if the date code is between 085M and 195M.



If you find any relays with suspect date codes, please replace them with the relays we've sent. If you need more, you can contact Johnny Phothipanya in Gillig Service Department, (510-264-5076), and we'll overnight you however many you need.

If you cannot read the date code for whatever reason, please replace it anyway.

Gillig will reimburse you for your labor. You should fill out a warranty claim for the time spent inspecting each bus on the enclosed list, plus whatever time is spent replacing the relays found to have the suspect date codes.

Starter & Air Inlet Heater Relays
June 17, 2005
Page 2

If you have any questions about this issue please contact Ken Goldman at 800-735-1500 ext. 5077.

Sincerely,

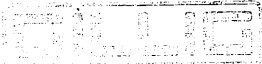
THE GILLIG CORPORATION



Bob Birdwell
Executive Director, Quality & Service

RLB:rlb
Encl.

CC: Mr. Chuck Koske, Sr. V.P., Engineering, Gillig
Mr. Ken Goldman, Service Manager, Gillig
Mr. Johnny Phothipanya, Field Service Asst., Gillig



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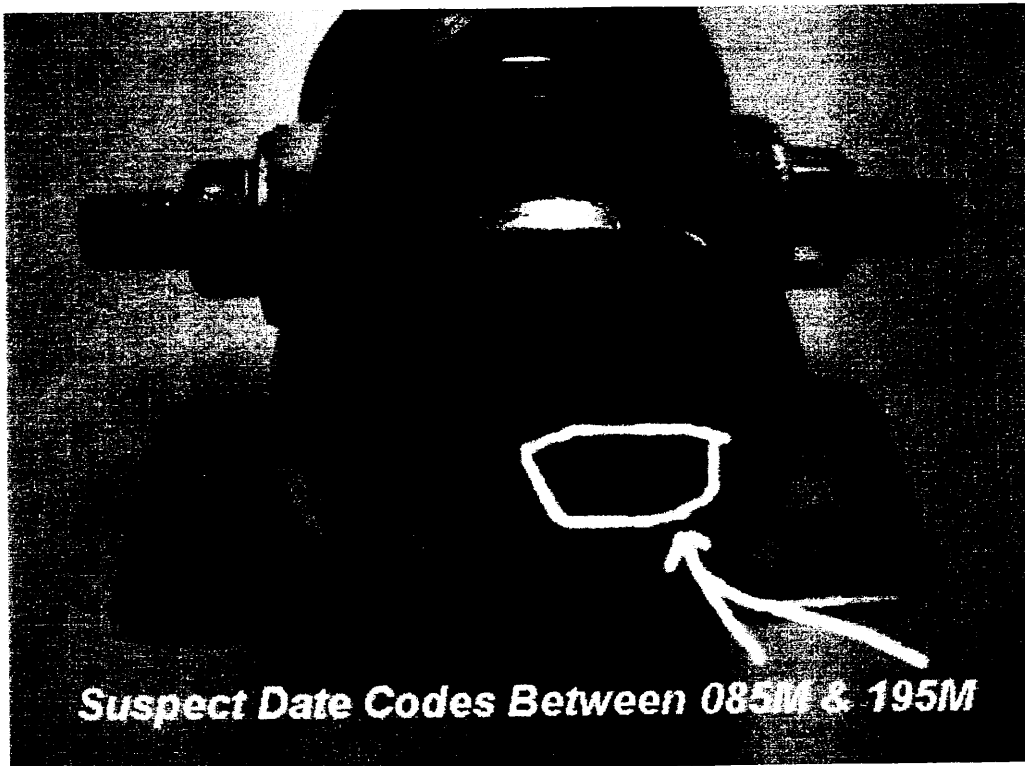
<Name>
<Title>
<Property Name>
<Street Address>
<City>, <State> <ZIP>

Re: Cole-Hersee Relays Part Number 51-21794-005

Dear <Name>:

Cole-Hersee determined that some of relays manufactured between the eighth week and the nineteenth week of 2005 could be defective.

Our records indicate that you purchased one or more of these relays from Gillig Parts Department on the Purchase Order listed on the enclosed sheet.



You should check your stock and order replacement parts for any relay found within the identified population, (date codes between 085M and 195M).

Starter & Air Inlet Heater Relays

June 17, 2005

Page 2

If you need to order parts, you can contact Johnny Phothipanya in Gillig Service Department, (510-264-5076), and we'll overnight you however many you need.

If you have any questions about this issue please contact Ken Goldman at 800-735-1500 ext. 5077.

Sincerely,

THE GILLIG CORPORATION

Bob Birdwell
Executive Director, Quality & Service

RLB:rlb
Encl.

CC: Mr. Chuck Koske, Sr. V.P., Engineering, Gillig
Mr. Steve Clark, Director of Materials, Gillig Parts
Mr. Ken Goldman, Service Manager, Gillig
Mr. Johnny Phothipanya, Field Service Asst., Gillig