



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 12, 2011

MR. GREGORY J. VISMARA
VICE PRESIDENT ENGINEERING
GILLIG LLC
25800 CLAWITER ROAD
HAYWARD, CA 94545

NVS-215dgl
11V-575

SUBJECT: HYDRAULIC STEERING PUMP

DEAR MR. VISMARA:

This letter serves to acknowledge Gillig LLC's (Gillig) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

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:
GILLIG/LOWFLOOR/2011

NHTSA Campaign Number: 11V-575

Mfg's Report Date: December 2, 2011

Components: STEERING: HYDRAULIC POWER ASSIST SYSTEM

Potential Number of Units Affected: 63

Summary:

GILLIG IS RECALLING CERTAIN MODEL YEAR 2011 LOW FLOOR BUSES MANUFACTURED FROM AUGUST 1, 2011, THROUGH OCTOBER 21, 2011, EQUIPPED WITH PARKER HYDRAULIC PUMPS. SOME HYDRAULIC STEERING PUMPS DO NOT DELIVER ENOUGH FLUID OR PRESSURE TO THE STEERING GEAR, MAKING THE BUSES DIFFICULT TO STEER AT LOW SPEEDS.

Consequence:

AN UNEXPECTED CHANGE IN THE EFFORT REQUIRED BY THE DRIVER TO TURN THE STEERING WHEEL MAY AFFECT THE DRIVERS' CONTROL OF THE VEHICLE, INCREASING THE RISK OF A CRASH.

Remedy:

GILLIG WILL NOTIFY OWNERS, AND IN CONJUNCTION WITH PARKER TECHNICIANS PARKER WILL REPLACE THE SPOOL INSIDE THE VALVE ASSEMBLY. FOR PUMPS WITH VALVE SUBASSEMBLY DATE CODE 14/11 THE ENTIRE PUMP WILL BE REPLACED. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JANUARY 2012. OWNERS MAY CONTACT GILLIG SERVICE AT 1-800-735-1500.

Notes:

OWNERS MAY ALSO 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).

We have received Gillig's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Your report indicated that Gillig decided that a steering defect existed on October 21, 2011, however the defect report was not prepared until 5 weeks later. Under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. (49 CFR 573.6) Significant civil penalties can be assessed for this violation. (49 U.S.C. 30165(a)(1)). Please explain, in writing, why Gillig did not notify NHTSA and file its defect report within 5 business days and why penalties should not be assessed.

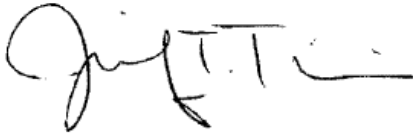
Please be reminded of the following requirements:

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. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement