

**Safety Defect and Noncompliance Report Guide for Vehicles  
Part 573 Defect and Noncompliance Responsibility and Reports**

**On October 21, 2011 Gillig LLC decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.**

**Date this report was prepared:** December 2, 2011

**Furnish the manufacturer's identification code for this recall (if applicable):** N/A

**1) Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.**

Gillig LLC  
25800 Clawiter Road  
Hayward, Ca 94545

**Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.**

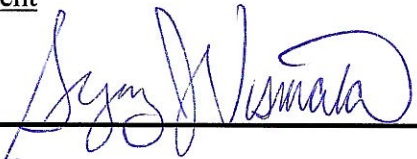
Gregory J. Vismara  
Vice President

**Telephone number:** 510-264-5037 **Fax Number:** 510-264-3897

**Name and Title of Person who prepared this report:**

Gregory J. Vismara  
Vice President

**Signed:**



---

**I. Identify the Vehicle Models Involved in the Recall**

**2. Identify the Vehicles Involved in the Recall:**

Make(s): Gillig LLC Model Years Involved: 2011 Model(s): Lowfloor

Production Dates: Beginning: August 1, 2011 Ending: October 21, 2011

VIN Range: Beginning: 178883 Ending: 181101 (not sequential)

Vehicle Type: Transit Bus Body style: Lowfloor

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

Effectuated Vehicles are equipped with Gillig PN 05-68510-001 or 05-68510-002 or 05-68510-003 hydraulic steering pumps manufactured by Parker Hannifin Corporation. All pumps have an undersized orifice in the valve subassembly and pumps with valve subassembly date coded 14/11 have low relief pressure settings.

**Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. 18%**

**II. Identify the Recall Population**

**3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.**

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
Lowfloor	2011	63

**Total Number Potentially Affected by the Recall: 63**

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%**

**Identify and describe how the recall population was determined – in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:**

Bus serial numbers the pump part numbers were installed on were identified through a combination of Gillig Bill of Material History files and purchasing information.

### **III. Describe the Defect or Noncompliance**

**5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or non-compliance. Illustrations should be provided as appropriate.**

The valve subassembly on the hydraulic pump may not allow an adequate volume of oil flow to the steering system . Pumps with valve subassembly date coded 14/11 have the aforementioned flow issue and additionally will not provide full steering assist above 1500 psi system pressure.

**Describe the cause(s) of the defect or noncompliance condition.**

The spool in the valve subassembly was manufactured with an undersized orifice. Pumps with valve subassembly date coded 14/11 have the relief valve pressure set to 1500 psi instead of 2175 psi in addition to the undersized orifice.

**Describe the consequence(s) of the defect of noncompliance condition.**

Insufficient oil flow to the steering gear and/or inadequate steering system pressure may increase the effort required by the driver to turn the steering wheel. An unexpected change in the effort required by the driver to turn the steering wheel may affect the drivers' control of the vehicle and increase risk of a crash.

**Identify any warning which can (a) precede or (b) occur.**

Increased steering effort.

**If the defect of noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

Parker Hannifin Corporation  
6035 Parkland Blvd  
Cleveland, OH 44124-4141

**Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:**

Michael Muren, Division Quality Manager

#### **IV. Provide the Chronology in Determining the Defect/Noncompliance**

**6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.**

Sept 27, 2011 during the production quality check at Gillig, a bus was found that was difficult to steer. Flow test revealed flow was below specification. Oct 7, 2011 several pumps from inventory were returned to Parker for testing. Testing verified flow below specification. Root cause was undersized orifice in the spool valve. Further testing found relief pressure to be set wrong on pumps date coded 14/11. No reports, accidents, injuries, fatalities or warranty claims have been received at Gillig from customers with buses in service.

**7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.**

N/A

#### **V. Identify the Remedy**

**8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing and owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part.**

Parker technicians will visit each customer with a vehicle in the suspect population and replace the spool inside the valve assembly. For pumps with valve subassembly date code 14/11 the entire pump will be replaced.

**9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.**

New spool has a larger orifice than the ones being replaced. New pumps replacing those with 14/11 date coded valve subassemblies have relief pressure set at 2175 psi instead of 1500 psi.

**Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.**

New spool has a larger orifice and a paint dot in the bottom of the spring chamber end.  
New pumps replacing those with 14/11 date coded valve subassemblies will have a date code on the valve subassembly later than 14/11.

**Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.**

Production remedy is identical to recall remedy. Pumps used in production buses produced after line start 10/21/11 have the larger orifice and correct relief valve pressure setting.

#### **VI. Identify the Recall Schedule**

**10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.**

Recall will begin immediately after NHTSA approval. Inventory of spools and pumps are available.

#### **VII. Furnish Recall Communications**

**11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) or by E-Mail to [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov) for review prior to mailing.**

**Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.**