



September 14, 2011

Gillig Campaign ID Number: 11V-446

**Larry Serrano
First Transit
2910 E 5th St
Austin, TX 78702**

Attn: Larry Serrano

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

Gillig has decided that a defect which relates to motor vehicle safety exists in some TRW Tilt & Telescoping steering columns sold between June 13, 2011 and August 12, 2011. It was discovered that the tilt mechanism can become disengaged resulting in the steering wheel parking itself in the full-up position.

What The Issue Is:

TRW determined that the tilt lock teeth on the support bracket were not machined properly resulting in a poor fit of the lockbar to the support bracket.

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

- 1. Replace the steering columns in the bus(es) where the column was installed with columns we will send you.***
- 2. Return the removed column to Gillig, or return any unused columns from your stock.***
- 3. Notify Gillig that the repairs have been made, and fill out a warranty claim for the labor required to replace the steering columns. This repair should take about an hour.***
- 4. If you have already performed this repair, you may be eligible to receive reimbursement for the cost of performing the prenotification repair of the problem which is the subject of this recall. For more information contact Gillig Service at 1-800-735-1500.***

**What Gillig Will Do
For You:**

- 1. Gillig will send you a replacement column for each column purchased through Gillig's Parts Department.***

2. Gillig will reimburse you for the time to replace the steering column.

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.

If there is a failure to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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,

GILLIG, LLC



Robert L. Birdwell
Executive Director, Quality & Service

RLB:rlb
Encl.

CC: Mr. Greg Vismara, V.P., Engineering, Gillig

11V-446 Parts Letter

C:\My Documents\Bob\Bird\Documents\2011\TRW\Column\Recall\Parts.rhtsa.wpd

PLEASE RETURN TO GILLIG

CUSTOMER	ORDER NO	ORDER DATE	QTY	REPAIR DATE
FIRST TRANSIT 55426	1584271	07/14/11	1	

To: Vy Vu
Field Service, Gillig
510 785-1348 fax
510 264-5073 phone
vvu@gillig.com
25800 Clawiter Rd
Hayward, CA 94545

From: _____

This fax is to notify Gillig that the buses listed above have been inspected and/or repaired for this campaign.

Signed: _____

Date: _____