

<Date>

Gillig Campaign ID Number: 11V-575

<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 has decided, based on information supplied by Parker, that a defect which relates to motor vehicle safety exists in some buses equipped with Parker Hydraulic Pumps. The specific buses are model year 2011, and are listed at the end of this letter.

What The Issue Is:

Some hydraulic steering pumps do not deliver enough fluid or pressure to the steering gear, making the busses difficult to steer at low speeds. An unexpected change in the effort required by the driver to turn the steering wheel may affect the driver's control of the vehicle, increasing the risk of a crash.

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

- 1. Allow Parker to visit you and replace the spools or pumps as required on the buses listed in this letter.***
- 2. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.***
- 3. 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, or Cummins Customer Assistance Center at 1-800-343-7357.***

Gillig Campaign ID Number: 11V-575

<Date>

Page 2

What Gillig Will Do

For You:

1. We will assist in getting Parker to perform this repair.

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,

THE GILLIG CORPORATION



**Robert L. Birdwell
Executive Director, Quality & Service**

RLB:rlb

Encl.

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