



Post Office Box 3008
Hayward, CA 94540-3008
510-785-1500

November 16, 2012

Gillig Campaign ID Number: 12V-506

**Metro Regional Transit Authority
Mr. Jim Miller
416 Kenmore Blvd
Akron, OH 44301**

Attn: Mr. Jim Miller

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 Ricon, that a defect which relates to motor vehicle safety exists in the Egress Window Handles used in the Ricon window system installed in some of your vehicles which are listed at the end of this letter.

What The Issue Is:

The composition of the material used to cast the handles is incorrect resulting in embrittlement of the handle and a reduction in material strength. In the event the handle fails during an actual emergency situation, passengers may be trapped in the vehicle placing them at risk. The Egress windows produced by The Ricon Corporation between April 1, 2010 and October 31, 2010 are the windows being recalled, (a list of VIN's are attached to this letter). This recall is the same as Ricon Recall 12E037.

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

- 1. Review the list of VIN's attached, contact The Ricon Corporation immediately through Ricon's Customer Service Department by calling 800.322.2884, or by emailing admin12E037@wabtec.com. Please make sure to reference the assigned Ricon Equipment Recall number, (12E037), the name of your agency and that the recalled bus is a Gillig.***
- 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.***

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3. If you have already performed this repair, you may be eligible to receive reimbursement for the cost of performing the repair which is the subject of this recall.

For more information contact Gillig Service at 800.735.1500, or Ricon Service at 800.322.2884.

What Gillig Will Do
For You:

1. We will assist in getting you in contact with Ricon's Customer Service Department, if needed.

If You Have Concerns:

Any questions regarding the information should be directed to Gillig Field Service, (800.735.1500) available from 6 AM until 3:30 PM, Monday through Friday, or Ricon Customer Service at 800.322.2884.

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

Ship Date	Property	Bus #	Bus VIN	Beginning VIN	Bus Length	Ricon Sales Order #
4/5	Akron	5	177665	177661	40	4102
4/5	Akron	6	177666	177661	40	4102
4/7	Akron	7	177667	177661	40	4102
4/7	Akron	8	177668	177661	40	4102
4/9	Akron	9	177669	177661	40	4102
4/9	Akron	10	177670	177661	40	4102