



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

IMPORTANT SAFETY RECALL NOTICE

September 29, 2016

Gillig Campaign ID Number: 16V-662

This Notice Applies To Your Vehicle(s) - Fleets <VIN>

**Property
Name
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 that a defect which relates to vehicle safety exists in certain model year 2014 through 2016 29 Foot Low Floor buses with disc brakes manufactured between November 20, 2014 and February 11, 2016. These buses have rear brake hoses that can rub and become frayed.

What The Issue Is:

Gillig has determined that our 29 Foot Buses with disc brakes have rear brake hoses which can rub chassis components and become frayed. If not corrected, the hoses can wear a hole through them causing the rear brake(s) to lock up, or fail to operate when the brakes are applied. This can increase the risk of a crash.

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

- 1. Gillig will provide new brake hoses and necessary parts plus instructions to re-orient the hoses to prevent rubbing.***
- 2. After you have made the modifications, return the VIN sheet (attached) stating that the brake hose modification has been completed.***
- 3. If you have already performed this repair, you may be eligible to receive reimbursement for the cost of performing the pre-notification 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 provide Hoses, Fittings, Clamps and hardware to make the modification at no cost to you.
2. Gillig will provide the instructions for the modification.
3. Gillig will reimburse you for the labor necessary to perform this modification.

If You Have Concerns:

Any questions regarding the information should be directed to Gillig Field Service, (1-800-735-1500) available from 5 AM until 2:30 PM Pacific Time, Monday through Friday.

If after having attempted to take advantage of this recall you believe you have not been able to have your bus remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

Federal regulations require that any vehicle lessor receiving the recall notice must forward a copy of this notice to the vehicle lessee within ten days.

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
Mr. James MacIsaac, Product Safety & Compliance Manager, Gillig