



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

IMPORTANT SAFETY RECALL NOTICE

October 5, 2016

Gillig Campaign ID Number: 16V-701

This notice applies to your vehicles: Fleets «VIN»

«Company»

«First_Name»

«Address_Line_1»

«City»

Attn: «First_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 motor vehicle safety exists in certain model year 2016 Low Floor transit buses manufactured May 26, 2016, to September 26, 2016. The affected buses have axles that may have insufficient grease at the wheel ends, possibly resulting in bearing failure.

What The Issue Is: See Meritor Equipment Recall 16E075: MERITOR 71000 series drum axle wheel ends, 71000 series disc axle wheel ends and 79000 series disc axle wheel ends were found to have little to no grease. Damage to wheel-end bearings, hub, spindle, spindle nuts, brake rotor and caliper can occur and may result in loss of vehicle control. This can increase the risk of a crash.

What We Are Asking You To Do:

1. **Gillig is advising that vehicles with the affected axles are removed from operation until the recall has been remedied.**
2. **Conduct the inspections, maintenance, and repairs (if necessary) to the rear axle wheel ends per the provided Meritor technical bulletin. Or, contact Gillig and we will provide qualified staff to complete the recall service at your facility or a contractor facility at no cost.**
3. **After completing all required actions, return the VIN sheet (attached) stating that the recall service has been completed.**
4. **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 that 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 Meritor's technical bulletin for the wheel ends that provides all necessary procedures to conduct the inspections, maintenance, and repairs (if necessary).
2. Gillig will provide all necessary Meritor replacement parts at no cost and reimburse you for the labor necessary to perform this service.
3. Or upon request Gillig will provide qualified staff to complete all recall services at your facility or a contractor facility at no cost.

**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**