

# Part 573 Safety Recall Report

# 17V-156

**Manufacturer Name :** Gillig LLC**Submission Date :** MAR 09, 2017**NHTSA Recall No. :** 17V-156**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Gillig LLC

Address : 25800 Clawiter

Hayward CA 94545

Company phone : 1-800-735-1500

**Population :**

Number of potentially involved : 2,732

Estimated percentage with defect : 31 %

**Vehicle Information :**

Vehicle 1 : 2016-2017 GILLIG LLC LOW FLOOR

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Certain Sprague Devices brand wiper arms may bend or detach during service.

Production Dates : MAY 02, 2016 - MAR 06, 2017

VIN Range 1 : Begin : 15GGB2715G1187073 End : 15GGD2715H1189840  Not sequential**Description of Defect :**

Description of the Defect : Gillig has determined that certain Sprague Devices brand wiper arms (Gillig Part No. 53-47677N002, Version 1) on Gillig Low Floor buses may develop cracks in the mount casting that attaches them to the wiper motor. In some cases, the arms may bend or detach from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of wiper function may reduce visibility through the front windshield, potentially increasing the risk of a crash.

Description of the Cause : A new wiper arm design was introduced that utilized a cast zinc mount with a thin-walled open pocket section. This region had insufficient durability and experienced cracking, causing some arms to bend or detach during operation.

Identification of Any Warning that can Occur : Localized cracking of the wiper arm mount casting may be detected through visual inspection.

**Supplier Identification :****Component Manufacturer**

Name : Commercial Vehicle Group-Sprague Devices  
Address : 7800 Walton Parkway  
New Albany OHIO 43054  
Country : United States

**Chronology :**

From 4/29/2016 to 5/17/2016, Gillig received a total of 849 "Version 1" wiper arms of Part No. 53-47677V002.

On 5/2/2016, Gillig started installing the new Version 1 wiper arm on its Low Floor bus models.

On 5/4/2016, Gillig's Parts Sales department started selling the Version 1 wiper arm as aftermarket parts and providing it to customers under warranty claims.

On 8/5/2016, Gillig started receiving shipments of a redesigned Version 2 wiper arm with the same part number, which entered vehicle production and were mixed in with existing part inventories.

On 2/2/2017, based on warranty claims, Part No. 53-47677V002 was designated for technical review and monitoring. Initial data indicated that durability issues were constrained to the Version 1 design and that Version 2 was performing per specifications.

On 2/21/2017, a customer sent a letter indicating that 7 of the Version 1 wiper arms had failed on 25 buses (7/50 = 14% failure rate) during the first 23,000 miles of service. Gillig initiated a full review of all warranty and parts sales data across all vehicle production and part sales/warranty credits.

On 3/9/2017, following review and analysis of all data, Gillig decided to submit a Part 573 defect report for all Version 1 wiper arms of Part No. 53-47677V002 installed on Gillig buses and sold or provided under warranty through the Parts Sales department.

**Description of Remedy :**

Description of Remedy Program :	Customers will be requested to inspect the individual wiper arms installed on their vehicles to determine if they are part of the recall population. Gillig will provide replacement wiper arms for all recalled components at no cost to the customer.
How Remedy Component Differs from Recalled Component :	The remedy component is the Version 2 wiper arm, which had a significant design change to the casted arm mount.
Identify How/When Recall Condition	No wiper arm parts in the recalled population were used in vehicle production after 2/1/2017. No sales of aftermarket parts or warranty

was Corrected in Production : parts from the recalled population were shipped to customers after 3/6/2017.

**Recall Schedule :**

Description of Recall Schedule : Recall notices will be sent as soon as NHTSA approves the draft letter.

Planned Dealer Notification Date : APR 03, 2017 - APR 14, 2017

Planned Owner Notification Date : APR 03, 2017 - APR 14, 2017

\* NR - Not Reported