

## **IMPORTANT SAFETY RECALL NOTICE**

<Date>

**Gillig Campaign ID Number: 17V-099**

***This notice applies to your order number(s) [insert information]***

<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 that certain Hamsar right and left front LED turn signal units sold or provided under warranty between 8/26/2016 and 2/2/2017 fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment." The turn signal lights and reflectors in these units may not be sufficiently visible to other drivers or pedestrians, potentially increasing the risk of a crash.***

**What The Issue Is: Certain Hamsar right and left front LED turn signal units with integrated side reflex reflectors that were sold or provided under warranty between 8/26/2016 and 2/2/2017 do not fully comply with all requirements of FMVSS 108 and are being recalled (Gillig Part No. 51-75367-000).**

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

**For Recalled Parts You Purchased:**

- 1. Contact Gillig Parts Sales at 1-510-264-5160 (or toll free at 1-800-735-1500) on weekdays between 6:00 AM and 4:00 PM Pacific Time to request replacement parts at no cost to you.***
- 2. Please install the replacement parts per the attached procedures and replace any recalled parts in your inventory.***
- 3. Please permanently dispose of all recalled parts.***

**For Recalled Parts Provided Under Warranty:**

- 1. Contact Gillig Service at 1-510-264-5073 (or toll free at 1-800-735-1500) on weekdays between 5:00 AM and 2:30 PM Pacific Time to request replacement parts at no cost to you.***

2. **Please install the replacement parts per the attached procedures and permanently dispose of the recalled parts.**
3. **For reimbursement of labor related to replacing recalled warranty parts, please file a warranty claim with Gillig Service.**

**If you have already performed this repair, you are eligible to receive reimbursement for the cost of performing the pre-notification repair of the problem that is the subject of this recall.**

**If You Have Concerns:**

**Any questions regarding the information should be directed to Gillig Field Service or Parts Sales (1-800-735-1500).**

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

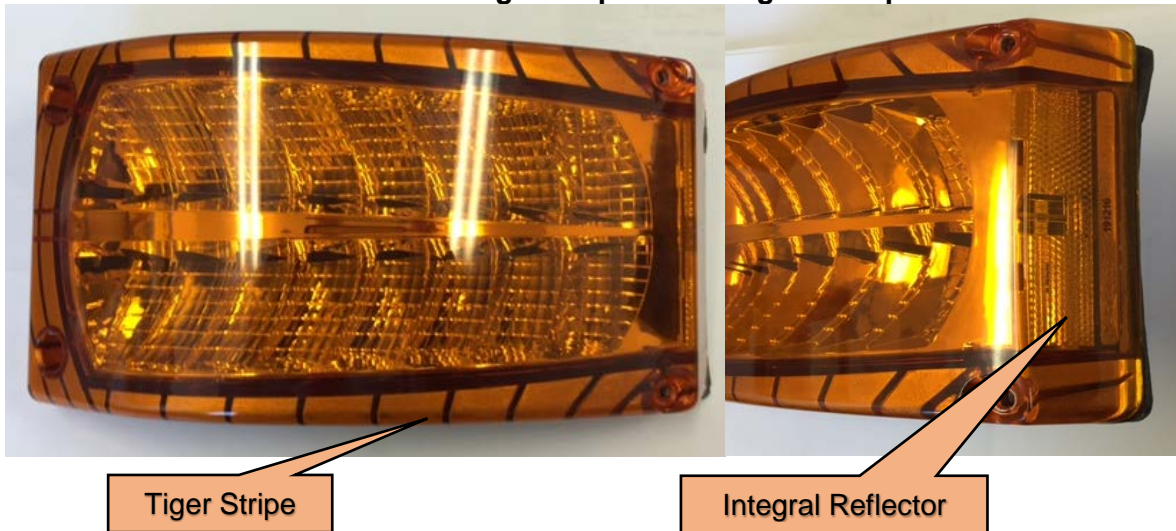
ATTACHMENT 1

Turn Signal Inspection and Replacement

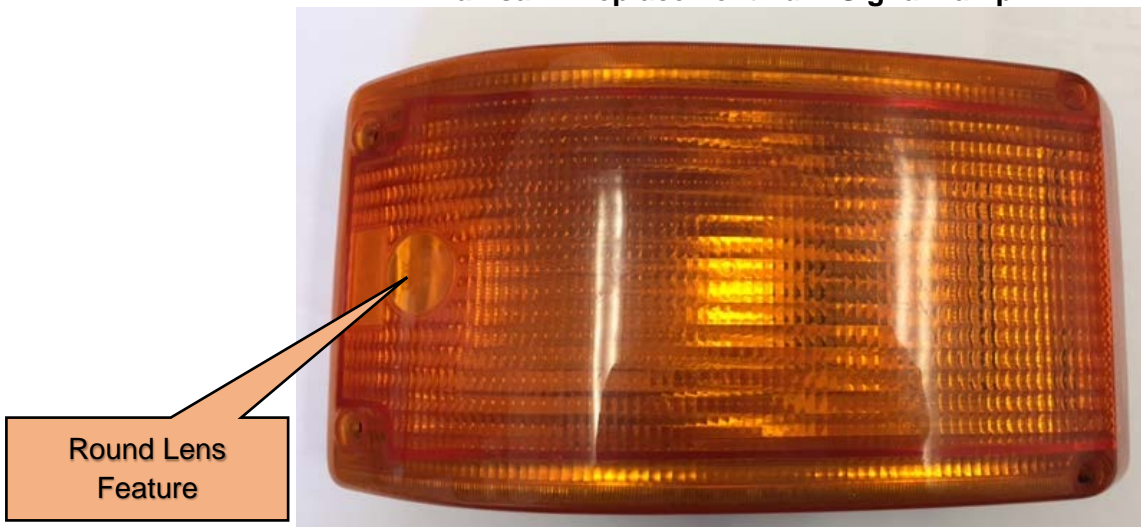
Inspection

Hamsar Front Turn signal, part number 51-75367-000 can be Identified by the “Tiger Stripe” lens and integral side reflex reflector. See picture below.

Hamsar – “Tiger Stripe” Turn Signal Lamp



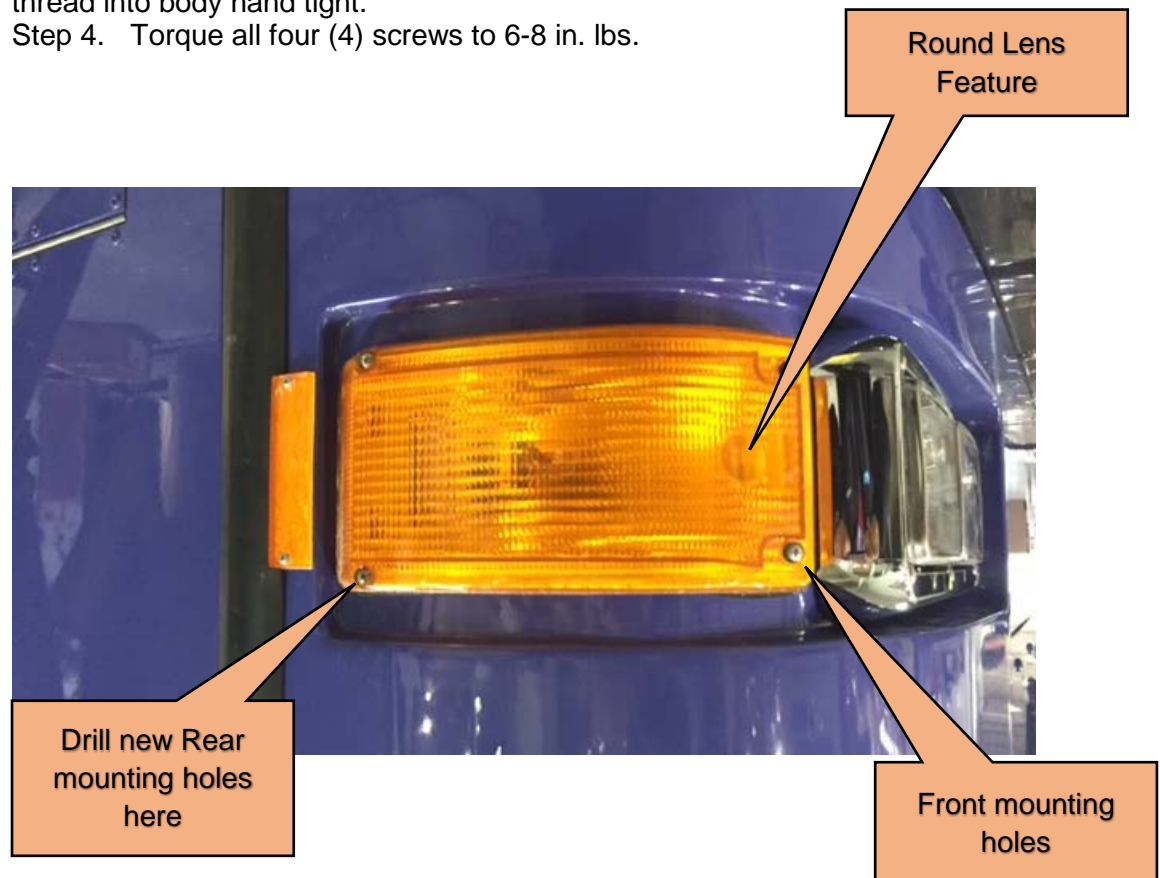
Hamsar – Replacement Turn Signal Lamp



Note: Replacement Lamp does not have an integral side reflector.

### Turn Signal Removal and Replacement

1. Remove existing "Tiger Stripe" turn signal lamp assemblies
  - a. Remove 4 (per assembly) phillips head screws
  - b. Remove assemblies from vehicle (please permanently dispose of the recalled assemblies when the replacement process is complete)
2. Replace turn signals with new turn signal assemblies
  - a. Two front mounting holes in body will line up with the front mounting holes in the new replacement assemblies.
  - b. The two side holes in the body will not line up with the holes in the new assembly and new holes will need to be drilled in the body.
    - Step 1. Place new turn signal assembly on the vehicle with round lens feature facing forward. Line up front mounting holes with the existing holes in the body, insert mounting screws and tighten (hand tight).
    - Step 2. Press Turn Signal assembly tightly against the body. Using the existing rear mounting holes in the turn signal as guides, drill (2) 11/64" holes in the body.
    - Step 3. Insert screws provided in the kit thru the turn signal assembly and thread into body hand tight.
    - Step 4. Torque all four (4) screws to 6-8 in. lbs.



3. Mounting new side reflectors to body

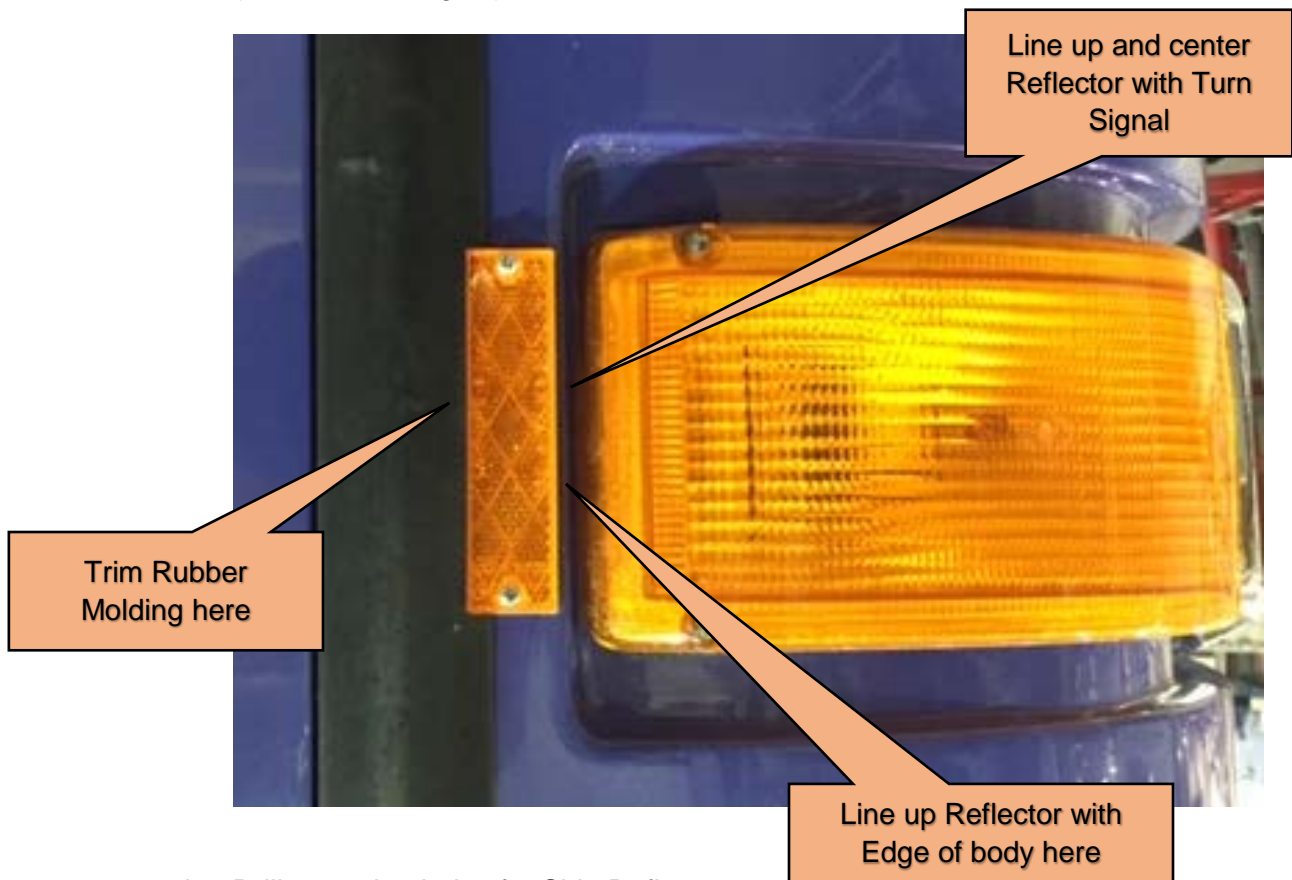
- a. Trim vertical rubber molding to provide room to mount the side reflector flat to the bus body. The area to be removed will be approximately 3/8" wide by 4 5/16" long.

Step 1. Line up the reflector with turn signal assembly such that the reflector is centered with the turn signal assembly in the vertical direction. See picture.

Scribe a line on the rubber molding as a cut guideline.

Step 2. Line up the reflector with the edge of the body near the turn signal assembly to determine how far in the cut the rubber molding. Scribe a vertical line on the molding. This line should be approximately 3/8" in from the edge of the molding.

Step 3. Cut out the area that you have scribed on the rubber molding. Cut the area slightly less than your measurements, then enlarge the removed area until the reflector fits flush against the body and doesn't overlap the forward edge (near the turn signal).



- b. Drill mounting holes for Side Reflector

Step 1. Place reflector against the body and the recess cut into the rubber molding. Check to see that the reflector does not overlap the edge of the body and is centered to the turn signal.

Step 2. Using the reflector as a guide, drill the upper and lower mounting holes in the body using a 1/8" diameter drill.

Step 3. Insert the mounting screws provided and torque to 4-6 in. lbs.

4. Mounting LED driver on chassis

