

IMPORTANT SAFETY RECALL NOTICE

<Date>

Gillig Campaign ID Number: 17V-156

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 a defect which relates to motor vehicle safety exists in certain Sprague Devices brand wiper arms sold or provided under warranty between May 4, 2016 and March 6, 2017. These wiper arms may bend or detach during operation. A loss of wiper function may reduce visibility through the front windshield, potentially increasing the risk of a crash.

What The Issue Is: ***Certain Sprague Devices brand wiper arms (Gillig Part No. 53-47677V002, Version 1) may develop cracks in the mount casting that attaches them to the wiper motors. In some cases, the arms may bend or detach from the vehicle.***

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

For Recalled Parts You Purchased:

- 1. Per the attached inspection procedure, please inspect both front window wiper arms on buses that may have had the recalled parts installed.***
- 2. Also please inspect wiper arms in your parts inventory with part number 53-47677V002 to visually determine if any are of the recalled Version 1 design.***
- 3. 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.***
- 4. Please install the replacement parts per the attached procedures and permanently dispose of the recalled parts.***

For Recalled Parts Provided Under Warranty:

1. *Per the attached inspection procedure, please inspect both front window wiper arms on buses that may have had the recalled parts installed.*
2. *Also please inspect wiper arms in your parts inventory with part number 53-47677V002 to visually determine if any are of the recalled Version 1 design.*
3. *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.

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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

Wiper Arm Inspection and Replacement Procedures

Inspection

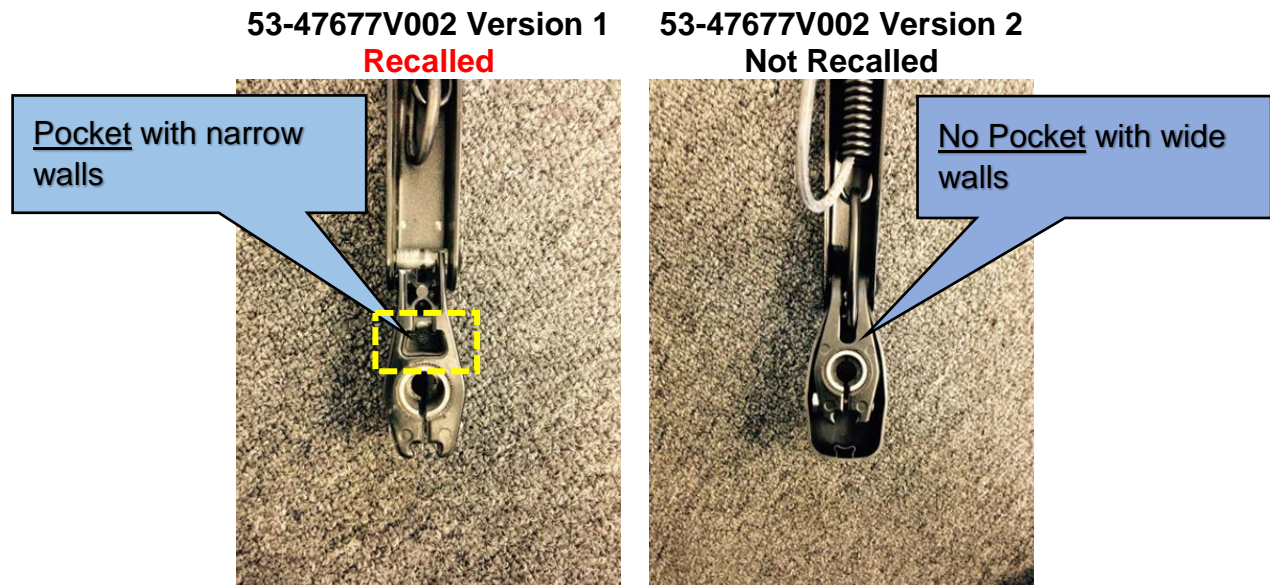
There are two versions of the Sprague wiper arm that have the same part number (53-47677V002). To identify if the version installed on your bus, an inspection of each front windshield wiper arm will be required for all potentially affected vehicles.

To inspect a Wiper arm:

1. Pull the wiper blade away from the windshield into the off-glass position.
2. Inspect the wiper arm mounting casting as shown below, noting the construction of the mounting casting.
3. The wiper arms being recalled (*Version 1*) can be identified by the pocket in the center of the arm and the thin wall adjacent to the pocket. See picture below.
4. Please record the number of Version 1 wiper arms identified in your inspections and submit a request for this quantity of free recall replacement parts from Gillig.

Upon reception of the *Version 2* replacement parts, please replace all *Version 1* wiper arms per the instructions in the next section.

Version Identification – Wiper Arm Mounting Castings



Wiper Arm removal and replacement

1. Before removing wiper arm assembly assure that the arms are in the parked position. See pictures below.
2. If unsure of the position, turn the wipers on, run through two cycles and shut the wipers off. They should now be in the parked position.
3. Loosen the mounting casting bolt and remove the wiper arm assembly.
4. Install replacement wiper in the parked position as shown below.
 - a. Install wiper arm on shaft, being careful to orient wiper arm assembly to the parked position
 - b. Tighten the wiper arm assembly mounting bolt to 90-100 in. lbs. torque.
 - c. Turn on wipers to assure proper orientation of assembly and final check torque on mounting bolt.

