



IMPORTANT SAFETY RECALL NOTICE

June 2, 2017

Gillig Campaign ID Number: 17V-263

This notice applies to your order number(s) ORDER NUMBERS

**COMPANY
ADDRESS
CITY, STATE ZIP**

Attn: COMPANY

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 Norgren brand kneeling system modules sold or provided under warranty between December 15, 2015 and December 5, 2016. These modules that have the potential to lose air pressure and cause the front or rear suspension to lower to the bump stops during operation or maintenance, potentially increasing the risk of a crash or injury.

What The Issue Is:

Snap rings on solenoid valve pistons in the kneeling module manifold may not have been fully inserted and seated during assembly. This can potentially allow a snap ring to come out of its groove and the valve piston to be forced out of the manifold bore by air pressure in the suspension air bags. All snap rings in the affected manifolds need to be verified (and reset if loose) using the provided push tool.

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

For Recalled Parts You Purchased:

- 1. Gillig will ship a snap ring reset tool to you at no cost.**
- 2. Per the attached inspection procedure, please inspect the part number labels on the front kneeling module (and rear module if the bus has the rear kneeling feature) for all buses containing parts from the order numbers referenced in this letter.**
- 3. Please also inspect your parts inventory for modules that may be included in the recall.**
- 4. If you determine that a module is part of the recall population, please follow the snap ring reset procedures in the attached instructions.**

For Recalled Parts Provided Under Warranty:

- 1. Gillig will ship a snap ring reset tool to you at no cost.**
- 2. Per the attached inspection procedure, please inspect the part number labels on the kneeling module on the front of the bus (and rear module if the bus has the rear kneeling feature) for all buses containing parts from the order numbers referenced in this letter.**
- 3. Please also inspect your parts inventory for modules that may be included in the recall.**
- 4. If you determine that a module is part of the recall population, please follow the snap ring reset procedures in the attached instructions.**
- 5. 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.

Gillig Campaign ID Number: 17V-263

June 2, 2017

Page 3

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

A handwritten signature in blue ink, appearing to read 'RLB', is positioned above the printed name of Robert L. Birdwell.

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