

IMPORTANT SAFETY RECALL NOTICE

October 24, 2017

Gillig Campaign ID Number: 17V-559

This notice applies to your vehicle(s) <VINS>

<CUSTOMER>

<NAME>

<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 model year 2013 to 2016 Low Floor hybrid and electric transit buses manufactured between October 15, 2013 and December 21, 2016. These buses are equipped with an Eaton-Baldor electro-hydraulic power steering system that contains a motor shaft coupling that could fail, resulting in a loss of hydraulic power steering assist. If power steering assist is lost, manual steering functionality is retained but would require higher steering effort, particularly at lower speeds, increasing the risk of a crash.

What The Issue Is: *The spline teeth in the coupling between the electric motor shaft and hydraulic power steering pump shaft may strip-out and result in a loss of power steering assist.*

What We Are Asking You To Do:

1. **Determine whether you will:**
 - a. *Repair the motor-pump assembly yourself.*
 - b. *Request an authorized technician make the repairs at your location.*
2. **If you will conduct the repairs yourself:**
 - a. *Please review all lockout/tag out safety procedures before working on high voltage hybrid or electric buses.*
 - b. *After all repairs have been completed, please file a warranty claim with Gillig Service.*
3. **If you would like an authorized technician make the repairs at your location, please contact Gillig Service toll free at 1-800-735-1500 on weekdays between 5:00 AM and 2:30 PM Pacific Time to schedule repairs.**

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.

**What Gillig Will Do
For You:**

1. **Provide all parts and instructions necessary to repair the assemblies at no cost to you and reimburse you for all labor.**

OR

2. **Provide all parts and an authorized technician to make the repairs at your location at no cost to you.**

**If You Have
Concerns:**

Any questions regarding the information should be directed to 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.

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**