Part 573 Safety Recall Report 18V-418

Manufacturer Name : Gillig LLC
Submission Date : JUN 20, 2018
NHTSA Recall No. : 18V-418
Manufacturer Recall No. : NR

Manufacturer Information :

Manufacturer Name : Gillig LLC
Address : 451 Discovery Drive
LIVERMORE CA 94551
Company phone : 1-800-735-1500

Population :

Number of potentially involved : 22,799
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2001-2018 GILLIG Low Floor
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : ALL
Power Train : NR
Descriptive Information : The flashing rate of the turn signals is below the minimum threshold of 60 fpm specified by the FMVSS 108.
Production Dates : SEP 17, 2001 - JUN 05, 2018
VIN Range 1 : Begin : 15GGB271011071409 End : 15GGB2710J3191978 ☑ Not sequential

Description of Noncompliance :

Description of the Noncompliance : Gillig has determined that the flashing rate of the subjected vehicles do not fully comply with the all requirements of FMVSS 108. The flash rate actuated by the system is 54-59 flashes per minute (fpm).
108 - Lamps, reflective devices, and associated equipment.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment
FMVSS 2 : NR

Description of the Safety Risk : Turn signal lights that do not meet the requirements of FMVSS 108 may not be sufficiently visible to other drivers or pedestrians, potentially increasing the risk of a crash and fatalities.

Description of the Cause : The control logic of the I/O Control DINEX system specifies the turn signals should be “ON” for 0.5 seconds and be “OFF” for 0.5 seconds. Ideally, they should flash exactly 60 times per minute. In reality, the turn signals flash can be less than 60. The reason is because the latency associated with microprocessor, takes some time to execute the program. Therefore, the flashing rate might not achieve 60 times per minute in the 0.5/0.5 seconds setting.

Identification of Any Warning that can Occur :	NR

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

05/31/2018: Gillig engineering was notified that one bus in the field had a flashing rate between 54-57 flashes per minute. The above flashing rate was confirmed on a limited batch of buses during end-of-line quality control before delivery to customers. Gillig engineering reached out to the supplier of the Multiplex system to learn more about the possible cause of the issue.
06/05/2018: the supplier confirmed the issue is due to a programming error and affects several bus generations. A new program with modified flashing is tested by Gillig on new buses at the factory. With the new program, the flashing rate is confirmed to be in compliance with measured 65-69 fpm.
06/07/2018: all buses on Gillig's property are updated with the new software before delivery to customers.
06/13/2018: Gillig decides to initiate a formal recall for non-compliance with FMVSS 108

Description of Remedy :

Description of Remedy Program :	All vehicle owners will be notified of the recall. All vehicles with non-compliant turn signals will be reprogrammed with a new software and at no cost to the vehicle owner. The new software implements a new turn signal timer setting to compensate for the latency of microprocessor. .
How Remedy Component Differs from Recalled Component :	The remedy component will consist in an updated software version.
Identify How/When Recall Condition was Corrected in Production :	Starting on the date the non-compliance was confirmed (06/05/2018), all undelivered vehicles were held at the factory until the compliant remedy software was available for production release (06/07/2018). The flashing rate of all buses produced on or after 06/07/2018 is compliant with FMVSS 108. (60-120 fpm)

Recall Schedule :

Description of Recall Schedule :	Gillig plans to send out owner notification letters between July 1st and August 18th 2018
Planned Dealer Notification Date :	JUL 01, 2018 - AUG 18, 2018
Planned Owner Notification Date :	JUL 01, 2018 - AUG 18, 2018

* NR - Not Reported