Part 573 Safety Recall Report 19V-059

Manufacturer Name : Gillig LLC
Submission Date : JAN 28, 2019
NHTSA Recall No. : 19V-059
Manufacturer Recall No. : NR

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Manufacturer Information :

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

Population :

Number of potentially involved : NR
Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2016-2018 Gillig Low Floor
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : ALL
Power Train : NR
Descriptive Information : The ball stud of the steering system draglink may not be torqued to manufacturer specifications
Production Dates : NOV 29, 2016 - DEC 03, 2018
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : Gillig has determined that the ball stud that connects the drag link to the steering arm of a specific vehicle population may not have been torqued to the appropriate manufacturer specifications during the vehicle production process. This condition may potentially result in damage to certain steering components affecting vehicle control and increasing the risk of a crash. As a result of the above, Gillig has decided to voluntarily initiate a safety recall campaign of the vehicle population that may be affected by the issue.
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : Potential risk for early component wear, reduced handling and stability performance of the vehicle
Description of the Cause : NR
Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

06/30/2017: Gillig notified of Wichita, KS, loose taper connection between draglink and steer arm on S/N 185835. At time of notification, unit had 23,727 mi.
08/04/2017: Gillig received draglink and steer arm parts from Wichita for inspection and analysis.
9/18/2017: Gillig inspected 60 buses surrounding Wichita production timeframe, yielded no loose taper connections.
12/04/2018: Gillig concluded investigation, only the original loose taper connection was identified. This connection determined by THK (draglink) and Meritor (steer arm) to meet all quality criteria. Root cause of drag link taper was inconclusive.
01/10/2018: To address potential maintenance issues, Gillig issued field service bulletin (FS-2018-02) for Proper Procedure For Adjusting Draglinks After Maintenance or Replacement.
11/13/2018: Loose taper connection found on S/N 189037.
11/16/2018: Loose taper connection investigation reinstated. All buses at factory were inspected. Began audit of production torque procedure.
11/19/2018: Began inspecting buses from production of one week prior and one week after S/N 189037; further expanded to all buses produced after 7/29/18.
12/3/2018: Gillig implemented additional quality criteria and checks for verifying proper torque of taper connection based on production torque procedure audit.
12/7/2018: Gillig added inspection of taper joints on new buses at point of vehicle delivery.
1/11/2019: Gillig received test results back from THK (draglink vendor) regarding torque-to-failure testing on taper joint. This is to confirm proper torque of joint in both lubed thread and non-lubed thread conditions.
01/17/2019: Gillig decided to voluntarily file a formal safety recall with NHTSA

Description of Remedy :

Description of Remedy Program :	The owners will be notified of the recall. The ball stud torque setting on all the vehicles potentially affected will be checked and corrected, where needed, by torqueing the studs to the appropriate manufacturer specifications.
How Remedy Component Differs from Recalled Component :	All the original components will be retained

Identify How/When Recall Condition was Corrected in Production :	Starting on the date the defect was discovered, all undelivered vehicles were held at the factory and corrected. The installation drawings, work instructions and service manuals will be updated to reflect the correct torque specifications. The work instructions will be available at all affected manufacturing work stations. Installation personnel will be trained to ensure the instructions are understood and consistently implemented. Quality Dept. will ensure the torque process is adequately controlled to minimize process variation.

Recall Schedule :

Description of Recall Schedule :	Gillig plans to send out owner notification letters between February 01 and February 28 2019
Planned Dealer Notification Date :	FEB 01, 2019 - FEB 28, 2019
Planned Owner Notification Date :	FEB 01, 2019 - FEB 28, 2019

* NR - Not Reported