



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 10, 2020

Mr. Gregory Vismara  
Vice President Engineering  
Gillig LLC  
25800 Clawiter Road  
Hayward, CA 94545

NEF-150MR  
20V-392

**Subject:** Loss of Power Steering Assist

Dear Mr. Vismara:

This letter serves to acknowledge Gillig LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

GILLIG/LOW FLOOR/2013-2020

**Mfr's Report Date:** July 2, 2020

**NHTSA Campaign Number:** 20V-392

**Components:**

STEERING:HYDRAULIC POWER ASSIST:PUMP

**Potential Number of Units Affected:** 531

**Problem Description:**

Gillig, LLC. (Gillig) is recalling certain 2013-2020 hybrid and all-electric Low Floor buses equipped with a steering system that uses a high-voltage electric motor and hydraulic pump assembly to provide power steering assist. The shaft coupling between the motor and pump may fail and cause a loss of hydraulic power steering assist.

**Consequence:**

A loss of power steering assist may increase the risk of crash.

**Remedy:**

Gillig will notify owners, and dealers will replace the motor-pump assemblies, free of charge. The recall is expected to begin August 3, 2020. Owners may contact Gillig customer service at 1-800-735-1500.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement