



DRiV Incorporated
The Pullman Company
One International Drive
Monroe, MI 48161
DRiV.com

IMPORTANT SAFETY RECALL

RECALL NO. 20E044

July 2020

Dear Valued Clevite/Pullman Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The Pullman Company has decided that a defect which relates to motor vehicle safety exists in certain Clevite control rods, Part No. FS32B916400AFH, intended for aftermarket (replacement) installation on Gillig low floor buses, due to a design/compatibility issue for this application. We are conducting a voluntary safety recall to address the issue and are notifying you because distribution records indicate that you have purchased one or more of these products.

We are taking this action based upon Gillig's decision to conduct a recall of Gillig buses equipped with this part (Recall No. 20V342) and replacement parts sold through the Gillig service channel (Recall No. 20E035).

What Products are Involved?

This recall involves Clevite control rods, Part No. FS32B916400AFH, manufactured 02/19/2018 through 05/29/2020, as indicated by the five-digit date code 18050 through 20150 (where the first two digits represent the year and the last three digits represent the day) marked on the product. Only products within this date code range are covered.

What is the Problem?

According to Gillig, "the lower rear suspension control rods of certain low floor buses may experience fatigue failure" and "if a rear suspension control rod fails, this may affect the alignment of the rear axle and lead to reduced handling and stability of the bus, increasing the risk of a crash." See Recall No. 20V342 and 20E035.

What should you do?

The recalled product should be returned to the original point of purchase for a refund or to receive a replacement control arm. A redesigned control rod, Part No. FS32B949190AFH, is currently available.

Questions or Concerns?

For the most efficient service, your distributor has been instructed how to manage the return of these parts. As such, they should be your first point of contact related to this recall. If you do not obtain the service required, you may contact Lisa Wetzel from the Clevite/Pullman Company at (260) 667-2308. If you are unable to obtain a remedy without charge within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 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>.

We apologize for any inconvenience this may cause, but we are taking this action in the interest of our customers' personal safety and satisfaction with our products.

Sincerely,

A handwritten signature in blue ink that reads "Bob Bost".

Bob Bost
Specialty / Off-Highway Account Manager
Clevite Elastomers / DRiV Automotive Inc.