



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 17, 2020

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

NEF-150MR
20V-342

Subject: Rear Suspension Lower Control Rod Failure

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/2018-2020

Mfr's Report Date: June 10, 2020

NHTSA Campaign Number: 20V-342

Components:

SUSPENSION:REAR

Potential Number of Units Affected: 3,728

Problem Description:

Gillig LLC (Gillig) is recalling certain 2018-2020 Low Floor buses. The rear suspension lower control rods may experience fatigue failure due to stiffened end bushings.

Consequence:

If the rear suspension lower control rod fails, the bus may have reduced handling and stability, increasing the risk of a crash.

Remedy:

Gillig will notify owners and provide them with new lower control rods with different bushings, free of charge. This recall is expected to begin July 1, 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.

We have received Gillig's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

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).

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,

A handwritten signature in black ink, appearing to read "Josh Neff".

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