

Part 573 Safety Recall Report

24V-514

Manufacturer Name : Gillig, LLC**Submission Date :** JUL 05, 2024**NHTSA Recall No. :** 24V-514**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 : 1,189

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 GILLIG Low Floor

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Steering shaft fastener improperly torqued.

Production Dates : JUL 20, 2023 - APR 25, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Gillig has determined that a limited population of transit buses may be affected by a safety defect. On these buses, the fastener that secures the steering spline shaft to the miter box may be under-torqued and become loose thus undermining the steerability of the vehicle and increase the risk of a crash. As a result of this condition, Gillig has decided to voluntarily initiate a safety recall campaign for the vehicle population that may be affected by the issue.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loose fastener may potentially lead to complete loss of steering ability of the vehicle overtime.

Description of the Cause : Fastener improperly torqued during vehicle manufacturing operations.

Identification of Any Warning that can Occur : There is no warning to the driver.

Involved Components :

Component Name 1 : Steering shaft fastener

Component Description : Connector of the steering shaft to miter box

Component Part Number : 05-37731-000

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

04/01/2024: A loose fastener was found during normal maintenance operations on a customer vehicle. As a result, Gillig performed an inspection of all vehicles on customer property and potentially affected by the issue.

04/09/2024: an additional investigation at the factory found the operator in the specific work station where the torqueing work was being performed, was not applying the correct torque process.

Between 4/9/2024 and 6/27/2024 an investigation was carried out to quantify the extent of the issue and to support the analysis of the potential population of vehicles affected.

6/27/2024: Gillig completed the investigation and identified 1189 vehicles potentially affected by the defect.

6/28/2024: Gillig safety committee decided to launch a formal safety recall to correct the issue on the entire vehicle population affected.

Description of Remedy :

Description of Remedy Program : All vehicle owners involved will be notified of the recall and all affected vehicles will be corrected at no cost to the customer. The corrective action consists of retorquing the fasteners according to Gillig's specifications. Pursuant to 49 CFR 577.11 (e), Gillig requests to be exempted from providing a pre-notification reimbursement plan. Pre-notification product failures would have been addressed under the terms of Gillig's warranty.

How Remedy Component Differs from Recalled Component : There are no changes to the components. Existing components will be torqued to the correct specifications.

Identify How/When Recall Condition was Corrected in Production : All vehicles with a build date after 4/25/2024 were held at the factory and corrected by implementing the permanent corrective action. Additional training was provided to the operators responsible for the torquing process.

Recall Schedule :

Description of Recall Schedule : Gillig plans to send out owner notification letters as soon as NHTSA approves the draft. Gillig does not have dealer network and therefore dealer notification is not required for this recall.

Planned Dealer Notification Date : AUG 15, 2024 - AUG 15, 2024

Planned Owner Notification Date : AUG 15, 2024 - AUG 15, 2024

* NR - Not Reported