



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 21, 2023

Mr. Gregory Vismara
Vice President Engineering
Gillig, LLC
451 Discovery Drive
Livermore, CA 94551

NEF-107MR
23E-013

Subject: Rear Suspension Torque Rod Incompatible

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:

SAF HOLLAND/SUSPENSION TORQUE ROD/9999

Mfr's Report Date: February 10, 2023

NHTSA Campaign Number: 23E-013

Components:

SUSPENSION:REAR

Potential Number of Units Affected: 487

Problem Description:

Gillig, LLC (Gillig) is recalling certain SAF Holland suspension torque rods sold as replacement parts, with part number 83-07738-000. The torque rod may be incompatible and cause damage to the vehicle wiring harness and certain safety-related circuits, such as anti-lock or service brakes, stability control, exterior lighting equipment, power steering, or engine and transmission control modules.

Consequence:

Interference with safety-related circuits may cause various safety systems to fail, resulting in a loss of engine power or vehicle control and increasing the risk of a crash.

Remedy:

Gillig will inspect and replace the suspension torque rod as necessary, free of charge. Owner notification letters are expected to be mailed March 15, 2023. Owners may contact Gillig customer service at 1-510-264-5073 or 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.nhtsa.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).

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 eight 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.

Gillig, LLC's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement