



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 14, 2023

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

NEF-107MR  
23V-075

**Subject:** Incompatible Steering System Draglink

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/2022-2023

**Mfr's Report Date:** February 10, 2023

**NHTSA Campaign Number:** 23V-075

**Components:**

STEERING:LINKAGES:DRAG:LINK:CONNECTION

**Potential Number of Units Affected:** 1,334

**Problem Description:**

Gillig, LLC (Gillig) is recalling certain 2022-2023 Low Floor transit and shuttle buses. Incompatible steering system draglink parts may have been installed during the vehicle assembly process, potentially resulting in long-term damage of the steering system.

**Consequence:**

A damaged steering system can result in a loss of vehicle handling and control, increasing the risk of a crash.

**Remedy:**

Gillig will inspect and, when necessary, replace and tighten the draglink rod, free of charge. Owner notification letters are expected to be mailed March 31, 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](http://www.nhtsa.gov).

Please be reminded of the following requirements:



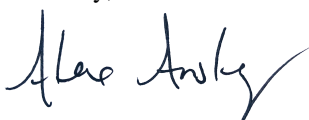
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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 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](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



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