

# IMPORTANT SAFETY RECALL

March 29, 2023

GILLIG Campaign ID Number: 23V-075

This notice applies to your vehicle(s) [insert VINs]

<Name>

<Title>

<Property>

<Address>

<City>, <State> <ZIP>

Attn: <Name>

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

GILLIG has decided that a defect, which relates to motor vehicle safety, exists certain model year 2022 through 2023 Low Floor transit buses manufactured between 01/27/2022 and 02/07/2023.

**What The Issue Is:**

GILLIG has determined that incorrect draglink parts may have been installed during the vehicle assembly process. The affected part numbers are #05-35402-000 and #05-35402-004. An incorrect draglink match may potentially result in long-term damage of the steering system, affect vehicle controllability and increase the risk of a crash.

As a result of the above, GILLIG has decided to voluntarily initiate a safety recall campaign for the vehicle population that may be affected by the issue.

**What We Are Asking You To Do:**

1. We are asking you to follow a procedure to inspect and, when necessary, replace and/or re-torque all the affected parts.
2. After the completion of the procedure, return the VIN sheet stating that the recall service has been completed.

**What GILLIG Will Do For You:**

1. GILLIG will provide a procedure with clear instructions on how to perform the inspection and, when necessary, the replacement and/or re-torque of all affected parts to the manufacturer specifications
2. When needed, GILLIG will supply all necessary replacement parts.
3. GILLIG will pay a reasonable warranty claim for performing this function. GILLIG estimates a maximum time of 30 min. per vehicle required to perform this function.

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**Any questions regarding the information should be directed to GILLIG Service at [field-service@GILLIG.com](mailto:field-service@GILLIG.com).**

**If after having attempted to take advantage of this recall you believe you have not been able to have your bus remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.**

**Federal regulations require that any vehicle lessor receiving the recall notice must forward a copy of this notice to the vehicle lessee within ten days.**

**We regret any inconvenience that this situation may cause you. GILLIG wants to assure you that we are concerned about customer safety and your continued satisfaction with our products.**

**Sincerely,**

**GILLIG, LLC**

**Victor Doran**

**Executive Director, Quality & Service**

**CC: Mr. Greg Vismara, V.P., Engineering, GILLIG LLC**

**Mr. Marco Genova, Product Safety & Compliance Manager, GILLIG LLC**