

IMPORTANT SAFETY RECALL

April 21, 2023

GILLIG Campaign ID Number: 23V-124

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 a defect, which relates to motor vehicle safety, exists in certain model year 2011 through 2021 Low-Floor 29' CNG transit buses, manufactured between 02/28/2011 and 11/19/2021. These buses contain a lower rear suspension control arm that may, over time, experience fatigue failure. If the lower rear suspension control arm fails, this may cause unintended rear axle movement which could lead to degraded or a loss of vehicle control and increase the risk of a crash.

As a result of the above, GILLIG has decided to voluntarily initiate a safety recall campaign of the vehicles that may be affected by the issue. The recall campaign also includes a limited number of defective control arms that were sold by GILLIG's Aftermarket Parts business and installed on Low-Floor 29' CNG transit buses.

What The Issue Is: Low-Floor 29' CNG transit buses may experience fatigue failure of the rear suspension lower control arm.

What GILLIG Will Do For You:

- 1. GILLIG, along with its supplier, is currently developing a permanent remedy for this issue.**
- 2. In the meantime, as an interim remedy, the lower control arm of the affected vehicles should be replaced with a new lower control arm of the existing design.**
- 3. You will receive a second notification to inform you when the permanent remedy is available. The permanent remedy will also be available to customers that received an interim remedy.**
- 4. GILLIG will provide you with the lower control arm and detailed instructions on how to perform the interim and the permanent repairs. Parts and instructions will be provided free of charge.**
- 5. 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.**

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

- 1. On your Model Year 2011 to 2021 29' CNG buses affected by this recall, GILLIG is asking you to implement the interim remedy described above. Please contact GILLIG Service at field-service@GILLIG.com to request the interim remedy parts.**
- 2. When you receive the second notification stating the permanent remedy is available, GILLIG is asking you to follow the instructions to implement the permanent remedy. Additional instructions will be provided to you at that time.**
- 3. If you have already performed this repair, you are eligible to receive reimbursement for the cost of performing the pre-notification repair of the issue that is subject of this recall.**

Any questions regarding the information should be directed to GILLIG Service at 1-510-264-5073 (or toll free at 1-800-735-1500) on weekdays between 5:00 AM and 1:30 PM Pacific Time.

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,

**Victor Doran
Executive Director, Quality & Service**

**CC: Mr. Greg Vismara, V.P., Engineering, GILLIG LLC
Mr. Marco Genova, Product Safety & Compliance Manager, GILLIG LLC**