



Post Office Box 3008
Hayward, CA 94540-3008
510-785-1500

IMPORTANT SAFETY RECALL

June 20, 2016

Gillig Campaign ID Number: 16V-320

Property
Name
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 non-compliance with FVMSS 205 exists in certain Gillig Buses manufactured with Driver Windows which were manufactured between March 3, 2016 and April 21, 2016.

What The Issue Is:

The Driver side window does not meet the required luminous transmittance of not less than 70% of the light at normal incidence.

What We Are Asking You To Do:

- 1. Gillig will provide a list of specific VIN's which will need to have the glazings in the driver side windows replaced.*
- 2. Gillig will work with the window suppliers to provide compliant driver side windows and install them on suspect vehicles at no cost to the owners.*
- 3. If you have already performed this repair, you may be eligible to receive reimbursement for the cost of performing the prenotification repair of the problem which is the subject of this recall. For more information contact Gillig Service at 1-800-735-1500.*

What Gillig Will Do For You:

- 1. Gillig will assist and schedule the replacement of the driver side windows in all suspect vehicles*
- 2. Gillig will reimburse you for the labor necessary to assist in the scheduling of the work needed to change out the glazings.*

If You Have Concerns:

Any questions regarding the information should be directed to Gillig Field Service, (1-800-735-1500) available from 5 AM until 2:30 PM, Monday through Friday.

If there is a failure to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 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 law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 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



**Robert L. Birdwell
Executive Director, Quality & Service**

**RLB:rlb
Encl.**

**CC: Mr. Greg Vismara, V.P., Engineering, Gillig
Mr. James MacIsaac, Product Safety & Compliance Manager, Gillig**