

IMPORTANT SAFETY RECALL NOTICE

<Date>

Gillig Campaign ID Number: 16V-931

This notice applies to your vehicle [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 in certain model year 2015 and 2016 Low Floor transit buses manufactured between September 1, 2015, and December 5, 2016.

What The Issue Is: ***Please refer to the attached repair campaign letter from Amerex:***

Amerex SafetyNet fire suppression systems on certain Gillig CNG buses may disable their Gas Detection electronics without indication to the driver of a system malfunction. All affected system display panel/controller units must be replaced. (Note: The Fire suppression function is not affected by this issue and operates as designed.)

If not corrected, the fire suppression systems on certain CNG-powered buses may fail to indicate the presence of a natural gas (methane) leak. In such cases, the driver will not receive a fault code indicating that the Gas Detection electronics have been disabled. This may increase the risk of asphyxiation, fire, or explosion.

While only CNG-powered buses have the gas detection subsystem installed, affected panels on non-CNG buses in your fleet will also be replaced to prevent potential future reuse.

What We Are Asking You To Do:

- 1. Please contact Jeff Wall or Will Koepsel of Amerex at 205-655-3271 to schedule replacement of all affected Operator Display Panel/Controllers at your location at no cost to you. Amerex staff will install and verify that all new units are functioning properly.***
- 2. After the units have been replaced, return the VIN sheet (attached) stating that the recall service has been completed.***

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 problem that 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 provide Amerex your contact information and identify all vehicles in your fleet that require the recall remedy.***
2. ***All parts and labor necessary to complete the recall fix will be provided at no cost to you.***

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 Pacific Time, Monday through Friday.

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



**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**

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<Date>

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Trussville, AL 35173-0081
Phone: 205/655-3271
Fax: 205/655-3279

November 14, 2016

RE: Amerex SafetyNet Operator Display Panel P/N's 16389, 24109, 24918, and 24927 with Firmware Revision of 4.60 or 4.61

Dear Amerex SafetyNet Customer:

It has been discovered that in certain cases the Gas Detection portion of the SafetyNet electronics can be disabled and the Operator Display does not indicate that the Gas Detection system has been disabled. Affected units were manufactured between September 2015 and September 2016 and contain a firmware revision of 4.60 or 4.61. Amerex will replace all units manufactured during this time frame that contain the 4.60 or 4.61 firmware revision. Please note that no other products were affected.

The Gas Detection may be disabled when a short term power supply loss occurs causing the Gas Detection portion of the system to not properly reboot. Prior to repair by Amerex users can check the units for proper function by disconnecting any gas sensor cable from the Driver Panel and waiting 20-30 seconds. If the Display Panel indicates a fault condition, the unit is operating properly. Reconnect the cable and verify that the Display Panel returns to normal. If the unit does not indicate a fault condition, please contact Amerex for directions on how to proceed.

Note: The Fire Suppression function is not affected by this issue. It operates as designed.

Where appropriate, Amerex will replace the Operator Display Panel (P/N's referenced above) and verify the newly installed unit functions properly at no cost to the user. Please contact Jeff Wall or Will Koepsel at 205-655-3271 to schedule the repair campaign at your facility or to discuss other details of this project.

Sincerely,
Amerex Corporation
Vehicle and Gas Detection Systems Team