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## RECALL REMEDY INSTRUCTIONS

July 1, 2016

Gillig Campaign ID Number: 16V-451

### What We Are Asking You To Do:

1. Return the program cube to Gillig, (Attn: Bob Birdwell), and we'll update the multiplexing program on the cube and return it to you. We'd like you to download the program into the buses listed on the attached VIN list in the notification letter.
2. After you have uploaded the multiplexing program, return the completed VIN list to Vy Vu at Gillig.
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

### What Gillig Will Do For You:

1-800-735-1500.

1. Gillig will provide a shipping number to return the program cube for update at no cost to you.
2. Gillig will assist with the download process, if necessary.
3. Gillig will reimburse you for the labor necessary to download the updated multiplexing program.

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