

IMPORTANT SAFETY RECALL NOTICE

June 22, 2022

Gillig Campaign ID Number: 22V-276

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 certain model year 2014 through 2021 Low Floor Diesel transit buses, manufactured between 05/21/2014 and 11/10/2021 and equipped with an optional auxiliary energy ultracapacitor feature contain a defect related to motor vehicle safety. In the affected vehicles, a flaw in the design of the controls for the rear chassis mounted ultracapacitors prevents it from detecting that the master battery disconnect switch is in the "OFF" position and may continue to energize the 24-volt battery.

Even with the master battery disconnect switch in the OFF position, if the 24-volt battery is energized and the ignition run switch is turned ON and the engine start button is depressed, the engine may start unexpectedly, posing an increased risk of injury to personnel present or performing maintenance operations in or around the engine compartment at that time.

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

What The Issue Is:

With the battery disconnect switch in the "OFF" position, the engine can be started via the ignition run switch and the engine can start unexpectedly and continue to run for several minutes, until the ultracapacitor power is drained.

What We Are Asking You To Do:

- 1. On your Model Year 2014 through 2021 buses equipped with the Vanner supercapacitor system p.n. 13-72000-001/002, GILLIG is asking you to reprogram the supercapacitor controller with a new software update**
- 2. On your Model Year 2019 through 2021 buses equipped with the KBI supercapacitor system p.n. 13-72017-006, GILLIG is asking you to perform a hard wire update of the supercapacitor system**
- 3. After the repair has been completed, return the VIN sheet stating that the recall service has been completed and the date of completion**

- 4. 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**

What Gillig Will Do For You:

- 1. Gillig will provide you with instructions on how to perform the repair for either system option**
- 2. 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 on the Vanner system and 1 hour per vehicle for the KBI system.**

Any questions regarding the information should be directed to Gillig Service at 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, Customer Service**

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