

## **IMPORTANT SAFETY RECALL NOTICE**

**Gillig Campaign ID Number: 22V-436**

***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 2019 through 2022 Low Floor battery electric buses, manufactured between 05/29/2019 and 04/08/2022 contain a defect related to motor vehicle safety. The affected vehicles may experience unexpected transition from Drive to Neutral mode while the vehicle is in motion with consequent loss of propulsion. The defect is due to loss of electrical continuity of the resolver cable connector. When the signal is lost, the EV control system immediately actuates a switch from Drive to Neutral mode with no advanced warning to the driver. An unexpected switch to neutral can cause a loss of vehicle propulsion 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 vehicle population that may be affected by the issue.***

**What The Issue Is:** ***Road inputs causing excessive vehicle vibration may cause unintended cable tension and occasional loss of contact between connector pins.***

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

- 1. Gillig is asking you to retrofit the affected vehicles with a new resolver cable with extended length and a new bracket designed to provide more robust cable connector strain relief.***
- 2. After the retrofit has been completed, return the VIN sheet 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 issue that is subject of this recall***

**What Gillig Will Do For You:**

- 1. Gillig will provide you with the necessary parts along with the instructions on how to perform the repair***
- 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.***

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**Date XXX**

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3. **GILLIG will contact you when parts are available. Any questions regarding this information or scheduling should be directed to Gillig Service at [field-service@gillig.com](mailto: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**