

IMPORTANT SAFETY RECALL NOTICE

December 2, 2022

Gillig Campaign ID Number: 22V-801

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 2022 transit buses manufactured between 02/04/2022 and 09/28/2022 may be affected by a safety defect. On these buses, the grease fitting of the steering shaft may contact the protecting shroud of the shaft and impair vehicle steerability.

What The Issue Is:

Interference between the grease fitting and the protecting shroud of the shaft may cause an increase in steering drag to be felt on the steering wheel. Over time, the fitting may cut a hole through the shroud with the risk of remaining stuck, undermining the steerability of the vehicle and increasing the risk of a crash. As a result of this condition, Gillig has decided to voluntarily initiate a safety recall campaign for the vehicle population that may be affected by the issue.

What We Are Asking You To Do:

- 1. Gillig is asking you to retrofit the affected vehicles with a new grease fitting and a modified bracket for the steering miter box. This action will remove the interference issue.**
- 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 the retrofit parts along with clear 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 1 hour per vehicle required to perform this function.**

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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, Quality & Service**

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