



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 2, 2023

Mr. Gregory Vismara  
Vice President Engineering  
Gillig, LLC  
451 Discovery Drive  
Livermore, CA 94551

NEF-107MR  
23V-124

**Subject:** Lower Control Arm May Fail

Dear Mr. Vismara:

This letter serves to acknowledge Gillig, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

GILLIG/LOW FLOOR 29 FOOT/2011-2021

**Mfr's Report Date:** February 24, 2023

**NHTSA Campaign Number:** 23V-124

**Components:**

SUSPENSION:REAR

**Potential Number of Units Affected:** 349

**Problem Description:**

GILLIG, LLC (GILLIG) is recalling certain 2011-2021 Low Floor 29-foot CNG transit buses. The rear suspension lower control arm may fail.

**Consequence:**

Failure of a lower control arm can result in a loss of vehicle control, increasing the risk of a crash.

**Remedy:**

The remedy is currently under development. As an interim action, Gillig will replace the lower control arm with a new one of the same design, free of charge. Interim notification letters are expected to be mailed April 14, 2023. A second letter will be mailed once the final remedy is available. Owners may contact Gillig customer service at 1-510-264-5073 or 1-800-735-1500.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please ensure the following requirements are met:

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

**AMENDED 573 REQUIRED.**

We have received Gillig's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Gillig, LLC's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement