

IMPORTANT SAFETY RECALL

April 5th, 2023

GILLIG Campaign ID Number: 23E-013

Maintenance Department,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

GILLIG has decided that a defect, which relates to motor vehicle safety, exists in certain torque rods sold as aftermarket replacement equipment due to possible interference with the vehicle wiring harness.

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

What The Issue Is:

The SAF torque rod part no. 83-07738-000 was approved to be a backwards compatible replacement of the Tenneco torque rod part no. 82-74712-001 installed as original equipment of the rear suspension of the vehicle. However, the geometry of the SAF rod may potentially interfere with certain safety-related circuits during vehicle operations causing system faults. If a safety-related circuit is impacted, the driver may experience loss of vehicle control in certain circumstances with increased risk of a crash.

What We Are Asking You To Do:

Identify the affected parts according to the information provided by GILLIG.

What GILLIG Will Do For You:

GILLIG will provide you with the affected part number and invoice date to help you to identify the rods affected by this recall.

GILLIG will also provide you with replacement rods (Part No. 82-74712-001) at no cost to you.

Any questions regarding this information should be directed to GILLIG Aftermarket Parts parts-sales@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>.

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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 GILLIG LLC

CC: *Mr. Greg Vismara, V.P., Engineering, GILLIG LLC*
Mr. Chuck O'Brien V.P. Aftermarket Parts, GILLIG LLC
Mr. Marco Genova, Product Safety and Compliance Manager, GILLIG LLC