

IMPORTANT SAFETY RECALL

April 19, 2024

GILLIG Campaign ID Number: 23V-124

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 determined that a defect, which relates to motor vehicle safety, exists in certain model year 2011 through 2022 Low-Floor 29' CNG and hybrid transit buses, manufactured between 02/28/2011 and 01/20/2022. These buses contain a lower rear suspension control arm that may, over time, experience fatigue failure. If the lower rear suspension control arm fails, this may cause unintended rear axle movement which could lead to degraded or a loss of vehicle control and increase the risk of a crash.

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

The final remedy is available, and the present letter serves as the final owner's notification.

What The Issue Is: *The affected Low-Floor 29' transit buses may experience fatigue failure of the rear suspension lower control arm.*

What GILLIG Will Do For You: 1. *GILLIG, along with its supplier, has developed a permanent remedy for this issue and the campaign is now available.*

GILLIG will provide you with the remedy lower control arm kit and detailed instructions on how to perform the permanent repair. Parts and instructions will be provided free of charge. The repair consists of replacing the existing lower rear suspension control arms with a redesigned left & right control arm assembly. All the necessary hardware is included in the repair kit.

2. *GILLIG will pay a reasonable warranty claim for performing this function. GILLIG estimates a maximum time of 10 hr. per vehicle required to perform this function.*

What We Are Asking You To Do: 1. *On your Model Year 2011 to 2022 29' buses affected by this recall, GILLIG is asking you to implement the final remedy described above. Please contact GILLIG Service at field-service@GILLIG.com to help with schedule.*

2. *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. Please contact field-service@GILLIG.com for questions.

- 3. Please be aware, you are eligible for a free permanent remedy even if you already received the interim remedy.**
- 4. After the repair has been completed, return the VIN sheet stating that the recall service has been completed and the date of completion.**

Any questions regarding the information should be directed to GILLIG Service at 1-510-264-5073 (or toll free at 1-800-735-1500) on weekdays between 5:00 AM and 1:30 PM Pacific Time.

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.

If you no longer own the vehicle(s) affected by this recall, please let us know so we can update our records and notify the new owners.

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,

**Victor Doran
Executive Director, Customer Care**

**CC: Mr. Kurt Vorsatz, VP Engineering, GILLIG LLC
Mr. Marco Genova, Product Safety & Compliance Manager, GILLIG LLC**