

IMPORTANT SAFETY RECALL

July 20, 2023

GILLIG Campaign ID Number: 23V-356

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 a defect, which relates to motor vehicle safety, exists in certain model year 2022 Low-Floor 40' CNG transit buses, manufactured between 08/10/2022 and 12/01/2022. These buses may occasionally experience an electrical failure in the fuse box mounted underneath the driver's platform. The resulting electrical short may cause a thermal event thus increasing the risk of vehicle fire.

As a result of the above, GILLIG has decided to voluntarily initiate a safety recall campaign of the vehicles that may be affected by the issue. Only one customer is affected by this recall.

What The Issue Is: Certain Low-Floor 40' CNG transit buses may experience an electrical failure in the fuse box.

What GILLIG Will Do For You:

1. GILLIG has developed a remedy consisting of the redesign of both 12V and 24V busbars to ensure appropriate and long-term electrical isolation of the affected components. You will receive all necessary parts free of charge along with detailed instructions on how to update all the affected vehicles.
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.

What We Are Asking You To Do:

1. We are asking you to follow a procedure to replace the affected parts.
2. After the completion of the procedure, 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.

Any questions regarding this recall should be directed to GILLIG Service 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,

***Victor Doran
Executive Director, Quality & Service***

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