

## **IMPORTANT SAFETY RECALL**

October 9, 2023

GILLIG Campaign ID Number: 23V-635

*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 a defect, which relates to motor vehicle safety, exists in certain model year 2022 through 2023 Low Floor transit buses manufactured between 03/14/2022 and 08/22/2023.*

**What The Issue Is:**

*After repair operations were performed on these buses, the same set of driveshaft fasteners were reinstalled with improper torque specifications. In addition, driveshaft fasteners are not intended for re-use after being loosened for maintenance purposes. As a result, the fasteners may fail during vehicle operations, possibly causing detachment of the driveshaft from the vehicle, with potential for severe structural damage, loss of vehicle control thus increasing the risk of a crash.*

*As a result of the above, 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. We are asking you to follow a procedure to replace and re-torque the affected parts.*
- 2. After the completion of the procedure, return the VIN sheet stating that the recall service has been completed.*

**What GILLIG Will Do For You:**

- 1. GILLIG will provide a procedure with clear instructions on how to replace the affected fasteners and tighten them to the correct manufacturer specifications.*
- 2. GILLIG will supply all necessary replacement parts.*
- 3. 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.*

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**Any questions regarding the information should be directed to GILLIG Service at [field-service@GILLIG.com](mailto: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, GILLIG LLC**

**CC: Mr. Kurt Vorsatz, V.P., Engineering, GILLIG LLC**

**Mr. Marco Genova, Manager Product Safety & Compliance, GILLIG LLC**