

IMPORTANT SAFETY RECALL NOTICE

January 12, 2023

GILLIG Campaign ID Number: 23V-809

<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 transit buses, manufactured between 04/25/2023 and 06/01/2023, due to potentially incorrect level of the rear axle hub lubricant.

What The Issue Is: *The rear axles on the affected vehicles may have an incorrect level of lubricant. An incorrect lube level may compromise lubrication of the wheel hub, causing structural damage with potential loss of vehicle control, increasing the risk of a crash. Consequently, GILLIG is recalling the bus population affected to perform a lube inspection.*

What We Are Asking You To Do:

- 1. Review the enclosed VIN list to ID the buses affected by this recall.*
- 2. Call Meritor OnTrac call center at 866-668-7221 or email Ontrac@meritor.com to schedule an inspection.*

What GILLIG Will Do For You: *If needed, GILLIG will facilitate communication with Meritor to complete the needed inspection at no cost to you. The inspection should take approximately 30 min. to complete. If necessary, after the inspection the lube oil level will be adjusted as specified. Any damage to the axle parts potentially caused by the low lube oil level issue will be repaired at no cost to the customer. Any questions regarding this information should be directed to gillig-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>.

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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. If you no longer own the affected vehicle(s), please forward this notice to the new owner or provide the new owner's contact information to field-service@gillig.com so that we can notify the new owner of this recall.

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. If you have questions or concerns about this recall, please contact field-service@gillig.com.

Sincerely,

GILLIG, LLC

Victor Doran

Executive Director, Quality & Service

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

Marco Genova, Manager Product Safety & Compliance, GILLIG LLC