

IMPORTANT SAFETY RECALL NOTICE

January 24, 2024

GILLIG Campaign ID Number: 23V-812

<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 2021-2023 Low-Floor transit buses, manufactured between 01/01/2021 and 10/28/2023, that were built with defective rearview mirror electric adjustment.

What The Issue Is:

GILLIG had determined that the fuse rating of the mirror control switch module may be inadequate to ensure appropriate protection. Incorrect fuse rating may cause overheating of the mirror control switch module, which increases the risk of vehicle fire. As a result, GILLIG has decided to initiate a safety recall campaign of the vehicle population that may be affected by the issue.

What We Are Asking You To Do:

- 1. Review the enclosed VIN list to identify the buses affected by this recall.*
- 2. Replace the protection fuse of the switch module as indicated by the instructions provided by GILLIG.*
- 3. After the retrofit has been completed, return the VIN sheet stating that the recall service has been completed.*
- 4. 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.*

What GILLIG Will Do For You:

- 1. Gillig will provide the retrofit parts along with clear instructions on how to perform the repair at no cost to you.*
- 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.*

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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>.

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**