

IMPORTANT SAFETY RECALL

June 16, 2023

SAF-HOLLAND Recall ID 23E-017

Mr. Chris Turner
Executive Vice President
GILLIG LLC
451 Discover Drive
Livermore, CA 94551

Dear Mr. Turner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

SAF-HOLLAND has determined that when our ADZ Suspension is installed on GILLIG Low-Floor 29' CNG transit buses manufactured between 2/28/2011 and 11/29/2021, a defect which relates to motor vehicle safety exists in the lower control arm of the suspension. 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, SAF-HOLLAND has decided to voluntarily initiate a safety recall campaign of the vehicles that may be affected by the issue. The recall campaign also includes a limited number of defective control arms that were sold to GILLIG's Aftermarket Parts business and installed on Low-Floor 29' CNG transit buses.

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

What SAF-HOLLAND Will Do for you:

1. SAF-HOLLAND is currently developing a permanent remedy for this issue.
2. In the meantime, as an interim remedy, the lower control arm of the affected vehicles should be replaced with a new lower control arm of the existing design.
3. You will receive a second notification to inform you when the permanent remedy is available. The permanent remedy will also be available to customers that received an interim remedy.

4. SAF-HOLLAND will provide you with the lower control arm, detailed instructions on how to perform the repairs and a maximum time of 30 minutes per vehicle required to perform this function, at a cost negotiated between SAF-HOLLAND, Inc. and GILLIG LLC.

We regret any inconvenience that this situation may cause you. SAF-HOLLAND, Inc. wants to assure you that we are concerned about customer safety and your continued satisfaction with our products.

Sincerely,
James G. Huyge



Senior Reliability Manager
SAF-HOLLAND, Inc.

CC: Bill Hays, Vice President HSEQ