



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 11, 2024

Mr. Kurt Vorsatz
Vice President, Engineering
Gillig, LLC
451 Discovery Drive
Livermore, CA 94551

NEF-107HG
24V-514

Subject: Loss of Steering Control from Loose Steering Shaft

Dear Mr. Vorsatz:

This letter serves to acknowledge Gillig, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

GILLIG/LOW FLOOR/2023-2024

Mfr's Report Date: July 5, 2024

NHTSA Campaign Number: 24V-514

Components:

STEERING:CRITICAL FASTENERS

Potential Number of Units Affected: 1,189

Problem Description:

Gillig, LLC (Gillig) is recalling certain 2023-2024 Low Floor transit buses. The steering spline shaft fasteners may have been improperly tightened, allowing the steering spline shaft to loosen.

Consequence:

A loose steering shaft can cause a complete loss of steering control, increasing the risk of a crash.

Remedy:

Gillig will tighten the fasteners, free of charge. Owner notification letters are expected to be mailed August 15, 2024. Owners may contact Gillig customer service at 1-510-264-5073 or 1-800-735-1500.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

We have received Gillig's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Gillig, LLC's contact for this recall will be Hensly Guerra who may be reached by email at hensly.guerra1@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement