



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 31, 2024

Mr. Gregory Vismara
Vice President Engineering
Gillig, LLC
451 Discovery Drive
LIVERMORE, CA 94551

NEF-107HG
24V-811

Subject: Defective Weld May Cause Wipers To Fail/FMVSS 104

Dear Mr. Vismara:

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/2024

Mfr's Report Date: October 29, 2024

NHTSA Campaign Number: 24V-811

Components:

VISIBILITY:WINDSHIELD WIPER/WASHER

Potential Number of Units Affected: 611

Problem Description:

Gillig, LLC (Gillig) is recalling certain 2024 Low Floor buses. A defective welded joint may cause the wiper arm to suddenly fail. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 104, "Windshield Wiping and Washing Systems."

Consequence:

Inoperative wipers can reduce the driver's ability to see out of the windshield, increasing the risk of a crash.

Remedy:

Gillig will replace the wiper motor arm, free of charge. Owners may contact Gillig customer service at 1-800-735-1500. Owner notification letters are expected to be mailed November 25, 2024.

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 [nhtsa.gov](https://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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