

IMPORTANT SAFETY RECALL

August 13, 2024

Gillig Campaign ID Number: 24V-514

This notice applies to your vehicle(s) [insert VINs]

<Name>

<Title>

<Property>

<Address>

<City>, <State> <ZIP>

Attn: <Name>

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

Gillig has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2024 Low Floor buses manufactured between 07/20/2023 and 4/25/2024. On the suspect vehicles, the steering shaft fastener was improperly torqued during vehicle manufacturing, thus impairing vehicle steerability.

What The Issue Is: The fastener that secures the steering spline shaft to the miter box may be under-torqued and become loose thus undermining the steerability of the vehicle and increase the risk of a crash. As a result of this condition, Gillig has decided to initiate a safety recall campaign for the vehicle population that may be affected by the issue. The remedy will be provided free of charge.

What We Are Asking You To Do:

1. Gillig is asking you to identify the vehicles in your fleet that may be affected by the recall.
2. Re-torque the affected fastener following the specifications provided by Gillig.
3. After the repair has been completed, return the VIN sheet stating that the recall service has been completed.

What Gillig Will Do For You:

1. Gillig will provide the list of vehicle VINs affected by this recall along with clear instructions on how to perform the repair
2. Gillig will pay a reasonable warranty claim for performing this function. Gillig estimates a maximum time of 0.5 hours per vehicle required to perform this function.

Any questions regarding the information should be directed to Gillig Service at field-service@gillig.com.

Gillig Campaign ID Number: 24V-514

August 13, 2024

Page 2

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.

All vehicles affected by this recall will be repaired at no cost to the customer, under the terms of Gillig's manufacturer warranty.

WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle, please complete the attached Change of Ownership card and email it to field-service@gillig.com

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.

Sincerely,

GILLIG, LLC

***Victor Doran
Executive Director, Quality & Service***

***CC: Mr. Kurt Vorsatz, V.P. Engineering, Gillig LLC
Mr. Marco Genova, Product Safety & Compliance Manager, Gillig LLC***

Gillig Campaign ID Number: 24V-514

August 13, 2024

Page 3

Change of Ownership/Address correction

If you do not own the vehicle shown in this notice, please fill in the following information as applicable:

Vehicle sold/transferred/traded

Vehicle scrapped/total loss

Never owned this vehicle

Other

If you have sold or traded the vehicle and know the name of the new owner, please enter the name and address in the space below.

Name

Address

City

State

ZIP