

# IMPORTANT SAFETY RECALL

December 20, 2024

GILLIG Campaign ID Number: 24V-921

<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 certain model year 2023 Low-Floor hybrid transit buses, manufactured between 05/02/2023 and 09/13/2023, fail to conform to Federal Motor Vehicle Safety Standard No. 101, "Controls and displays".*

**What The Issue Is:**

*GILLIG had determined that a limited population of Diesel-hybrid transit buses are equipped with a speedometer gauge that may prevent accurate mileage accumulation on the driver's dash odometer when the vehicle is operating in full EV mode, without the Diesel engine running (low-speed "Depot" mode). Even though the vehicle operator will notice that the odometer is not accumulating miles during EV operations, this condition may potentially lead to an underestimation of the total mileage accumulated by the vehicle and cause a delay of the scheduled vehicle maintenance. This can lead to an unintended delay in critical safety-related maintenance, potentially impairing the safe operation of the vehicle and increasing the risk of a crash. As a result, GILLIG has decided to initiate a 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. Remove and replace the dash odometer, as indicated by the instructions provided by GILLIG.*
- 3. Verify the new odometer increases mileage when driving the vehicle in EV mode.*
- 4. 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 retrofit parts along with clear instructions on how to perform the repair at no cost to you. The remedy will include a replacement dash speedometer.**
- 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.**

**Any questions regarding this information should be directed to [gillig-service@gillig.com](mailto: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.**

**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 [gillig-service@gillig.com](mailto:gillig-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,**

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

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

## ***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***