

# IMPORTANT SAFETY RECALL

December 31, 2025

GILLIG Campaign ID Number: 24V-958

<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 model year 2021 to 2024 Low-Floor CNG transit buses, manufactured between 08/20/2021 and 01/05/2024. On the suspect vehicles, the fire suppression bi-stable relay may become damaged due to mechanical interference with its mounting bolt, thus increasing the risk of electrical short and resulting vehicle fire.*

**What The Issue Is:**

*GILLIG has determined that the Gigavac 500 Amp bi-stable relay installed inside the rear engine compartment of the vehicle may experience a failure due to mechanical interference with the adjacent mounting bolt. Friction fit between the relay body and the mounting bolt may cause damage of the relay insulation sleeve, with possible thermal event and elevated risk of vehicle fire. As a result, GILLIG has decided to initiate a safety 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. Replace the existing relay cable with a longer, newly designed relay power cable part# 50-37209-009S as indicated by the instructions 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 retrofit relay power cable along with clear instructions on how to perform the repair at no cost to you.*
- 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,**

**GILLIG, LLC**

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

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

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## **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**