



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 13, 2025

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

NEF-107HG
25V-076

Subject: Flat Panel Display Monitor May Detach from Ceiling

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/2019-2024

Mfr's Report Date: February 11, 2025

NHTSA Campaign Number: 25V-076

Components:

EQUIPMENT:APPLIANCE:TV/RADIO/SPEAKERS

Potential Number of Units Affected: 91

Problem Description:

Gillig, LLC (Gillig) is recalling certain 2019-2024 Low Floor transit buses. The rivet-nut fasteners that secure the TFT flat panel display monitor to the bus ceiling may fail, causing the monitor to detach and fall.

Consequence:

A monitor that detaches and falls from the ceiling increases the risk of injury.

Remedy:

Gillig will replace the rivet-nut fasteners, free of charge. Owner notification letters are expected to be mailed March 15, 2025. Owners may contact Gillig customer service at 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 [nhtsa.gov](https://www.nhtsa.gov).

We have received your 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 ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

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).

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