



U.S. Department of Transportation

**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 19, 2025

25V868

Marco Genova
Gillig, LLC
451 Discovery Drive
Livermore, CA 94551

Subject: Emergency Exit Window Latch May Fail/FMVSS 217

Dear Marco Genova:

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/2013

Mfr's Report Date: December 15, 2025

NHTSA Campaign Number: 25V868

Components:
STRUCTURE:EMERGENCY:ESCAPE/EGRESS/EXIT:LATCHING/RELEASE SYSTEM

Potential Number of Units Affected: 6

Problem Description:
Gillig, LLC (Gillig) is recalling certain 2013 Low Floor transit buses. The emergency exit window latch may fail, allowing the window to open during a crash. As such, these emergency exit windows fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 217, "Bus Emergency Exits and Window Retention and Release."

Consequence:
A window that opens during a crash may not properly retain passengers, increasing the risk of injury.

Remedy:
Gillig will work with Arrow to replace the emergency release bar assembly, free of charge. Owner notification letters are expected to be mailed January 15, 2026. 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 1-888-275-9171), or go to www.nhtsa.gov.

We have received your proposed owner notification letter and it is approved for distribution.

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), 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

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement