



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V868

Manufacturer Name: Gillig, LLC

Submission Date: Dec 15, 2025

NHTSA Recall No.: 25V868

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: Gillig, LLC

Address: 451 Discovery Drive
LIVERMORE CA, 94551

Total number of potentially involved: 6

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2013-2013 GILLIG LOW FLOOR

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Transit Bus

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Sep 04, 2013 - Nov 12, 2013

Number of potentially involved: 6

Descriptive Information:

GILLIG is recalling a limited population of transit buses due to a defect affecting certain egress window equipment supplied by company Arow Global.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Arow global issued a notification regarding a defect affecting certain bus emergency egress windows that may fail to conform to Federal Motor Vehicle Safety Standard No. 217 "Bus Emergency Exits and window retention and release". As a result, GILLIG has decided to voluntarily initiate a safety recall campaign for the vehicle population equipped with these defect parts.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

According to Arow, during compliance testing of the types of windows listed, the latching hardware became disengaged prior to any of the required criteria being met or the emergency exit release handle operating force may exceed the specified limit. During a vehicle crash, the emergency exit window latch

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may fail, allow the window to open, and fail to retain passengers within the vehicle, or the emergency exit may be difficult to release, increasing the risk of injury.

Description of the cause:**Identification of any warning that can occur:**

GILLIG is not aware of any early warning to the driver that could provide effective risk mitigation.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: Arow Global

Address: 924 Park View Circle
Mosinee WI, 54455

Country: United States

Involved Components

Component Name 1: Egress window

Component Description: Bus emergency egress and latching hardware

Component Part Number: MV2000089

Chronology

12/05/2025 Arow notified GILLIG of a safety issue affecting emergency egress windows.

12/09/2025 GILLIG completed population analysis and identified six vehicles potentially affected.

12/12/2025 The GILLIG Safety Committee reviewed the issue and decided to file a safety recall with NHTSA.

Related NHTSA Recall Number: 25E074

Description of Remedy

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Remedy Type: Replace

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

The recall campaign will be administered by Arow. GILLIG will notify all vehicle owners involved in the campaign and all affected vehicles will be corrected at no cost to the customer.

How remedy component differs from recalled component:

A rework kit developed and tested to ensure compliance to FMVSS 571.217 S5.1. AROW Global Corp. is making these rework kits with AROW part number AR0033484 available as of Nov. 7, 2025.

Identify how/when recall condition was corrected in production:

The defect equipment was installed on a limited batch of GILLIG vehicles. There are no other vehicles affected besides those mentioned in this report.

Reimbursement Plan

Description of reimbursement program:

Equipment and installation of rework kits will be provided by AROW Global service personnel or compensation for labor based on an agreed labor rate and time estimate.

Period of reimbursement:

Costs to be reimbursed:

Per Arow, rework kits will be provided at no charge and the installation will take approximately 25 minutes to complete.

Address for reimbursement claims:

AROW Global Corp
924 Park View Circle
Mosinee WI, 54455

Recall Schedule

Description of recall schedule:

Recall notices will be sent as soon as NHTSA approves the draft letter. GILLIG does not have a dealer network. Therefore, dealer notification is not required for this recall.

Planned Dealer Notification Date:

No Dealers

Planned Interim Owner Notification Date: Jan 15, 2026 - Jan 15, 2026

No Owners

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Planned Remedy Owner Notification Date: Jan 15, 2026 - Jan 15, 2026 Phased Recall

Date when VIN will be searchable: