

IMPORTANT SAFETY RECALL

April 28, 2025

GILLIG Campaign ID Number: 25V-203

<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 2023 to 2024 battery electric transit buses, manufactured between 08/01/2023 and 08/15/2024 and equipped with Borg Warner (Akasol) Gen3 battery packs. On the suspect vehicles, an internal short circuit inside a high-voltage battery pack may overheat internal battery components with increased risk for fire.

What The Issue Is: *Borg Warner has issued a notification regarding a defect affecting High-Voltage connector fasteners of certain battery packs that may break, disconnect from their terminal counterpart and become debris, potentially elevating the risk for internal short circuit. 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. Reach out to GILLIG Customer Care at gillig-service@gillig.com to schedule an inspection of the affected buses.*

What GILLIG Will Do For You: *Gillig and Borg Warner will remove, inspect and repair the battery modules on the affected vehicles at no cost to you. The repair will take approximately 0.5 hours to complete.*

Any questions regarding this information should be directed to 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.,

GILLIG Campaign ID Number: 25V203

April 28 , 2025

Page 2

Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); 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

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, Product Safety & Compliance, GILLIG LLC**

GILLIG Campaign ID Number: 25V203

April 28 , 2025

Page 3

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