

IMPORTANT SAFETY RECALL

January 16, 2026

GILLIG Campaign ID Number: 25V-868

<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 certain model year 2013 Low Floor transit buses, manufactured between 09/04/2013 and 11/13/2013 fail to conform to Federal Motor Vehicle Safety Standard No. 217 "Bus Emergency Exits and Window Retention and Release".

What The Issue Is: *Arow Global has issued a notification regarding a defect affecting emergency egress windows, whose latching hardware may become disengaged prior to any of the required criteria being met or the emergency exit release handle operating force may exceed the limit specified by the Federal regulation, increase the risk of an injury. As a result, GILLIG has decided to initiate a safety recall campaign for 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 Arow Global at 715-693-6020 to schedule the replacement of the defect equipment on the affected buses. The repair will take approximately 25 min. to complete.*
- 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. If needed, GILLIG Customer Care (gillig-service@gillig.com) may facilitate your communication with Arow.*

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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., 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**

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