

## IMPORTANT SAFETY RECALL

January 16, 2026

GILLIG Campaign ID Number: 25V-870

<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 2025 Low Floor transit buses, manufactured between 06/05/2025 and 07/15/2025, equipped with a particular model of wheelchair securement devices manufactured by Q'Straint, that may fail to lock and, therefore, increase the risk of serious injury to passengers during vehicle maneuvers or a crash.*

**What The Issue Is:**

*Q'Straint has issued a notification regarding a defect affecting certain models of locking retractors used on on-board wheelchair securement devices, and that may fail to lock as required. As a result, GILLIG has decided to initiate a safety recall campaign for the vehicle population equipped with these parts.*

**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 Q'Straint Customer Service (800-987-9987) to schedule the replacement of the locking retractors on the affected buses. The repair should take approximately 15 minutes to complete.*
- 3. After the replacement has been completed, return the VIN sheet to GILLIG stating that the recall service has been completed [gillig-service@gillig.com](mailto:gillig-service@gillig.com).*

**What GILLIG Will Do For You:**

*If needed, GILLIG Customer Care ([gillig-service@gillig.com](mailto:gillig-service@gillig.com)) may facilitate your communication with Q'Straint.*

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**Any questions regarding this information should be directed to [gillig-service@gillig.com](mailto: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](mailto: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***