

IMPORTANT SAFETY RECALL

January 26, 2026

GILLIG Campaign ID Number: 25V-913

<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 09/05/2025 and 11/11/2025 may be affected by a safety defect caused by an incorrect application torque of the rear axle upper torque rod fasteners.

What The Issue Is: *GILLIG has determined that the fasteners of the rear axle upper torque rods were not torqued to the appropriate manufacturer specifications during the vehicle production process. This condition may potentially result in structural damage of the axle, affect the vehicle control and, therefore, increase the risk of a crash. 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. Replace and torque the affected fasteners according to the installation procedure provided by GILLIG.*
- 3. After the fasteners have been replaced, return the VIN sheet stating that the recall service has been completed*

What GILLIG Will Do For You:

- 1. GILLIG will provide you with a new set of torque rod fasteners and a detailed installation procedure, free of charge.*
- 2. GILLIG will pay a reasonable warranty claim for performing this function. GILLIG estimates a maximum time of 20 min. per vehicle required to perform this function.*

GILLIG Campaign ID Number: 25V913

January 26 , 2026

Page 2

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