



401 S. Doubleday Avenue
Ontario, California 91761
T | 909 | 987 | 0815
F | 909 | 987 | 2020
phoenixmotorcars.com

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

January 2018

NHTSA Recall Number: 17V-698

**Year / Vehicle Affected: 2015-2017 Phoenix ZEUS 305
2015 Phoenix ZEUS 300**

Dear Phoenix ZEUS 305 / Phoenix ZEUS 300 Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Phoenix Motorcars ("Phoenix") has decided that certain 2015-2017 model year ZEUS 305 and 2015 model year ZEUS 300 vehicles fail to conform to Federal Motor Vehicle Safety Standard ("FMVSS") 119, *New pneumatic tires for motor vehicles with a GVWR of more than 4,536 kilograms (10,000 pounds) and motorcycles*, and FMVSS 120, *Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of more than 4,536 kilograms (10,000 pounds)*. Your vehicle is included in this Recall action.

What is the concern?

Certain Vehicles, if and when fully loaded with a full complement of passengers, may exceed the vehicle's rated Gross Axle Weight Rating ("GAWR"). As a result, these vehicles may fail to conform to FMVSS119 in connection with new pneumatic tires for vehicles with a Gross Vehicle Weight Rating ("GVWR") greater than 4,536 kg, and FMVSS 120 in connection with tire selection and rims for vehicles with a GVWR greater than 4,536 kg.

If a vehicle is loaded to its maximum passenger capacity, the rear tires could fail potentially causing a vehicle crash. However, the risk of occurrence is likely low, and there have been no failures to date.

What will Phoenix and your Phoenix retailer do?

Phoenix is carrying out a recall of the vehicles mentioned above. An authorized Phoenix retailer will inspect and, if necessary, replace the affected tires and rims on your vehicle. There will be no charge for this repair.

What should you do?

Contact your preferred Phoenix retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required. Phoenix anticipates commencing this recall campaign on or about January 3, 2018, and will accept scheduling service dates now for after that date.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately two (2) hours to complete, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.



Attention Leasing Agencies: Federal regulations require that you forward this recall notification to the lessee within TEN (10) days.

Moved or no longer own a Phoenix vehicle?

If you are no longer the owner of this vehicle, Phoenix would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Phoenix retailer for assistance. If you have any questions or concerns that your local retailer cannot address, please contact Phoenix directly at 1-909-987-0815, and one of our representatives will be happy to assist you.

You can also contact Phoenix by email: Visit the website <http://www.phoenixmotorcars.com>, select 'Contact' and send an email from the "info@phoenixmotorcars.com" link.

Should you have the need to contact Phoenix by mail, please use the following address:

Phoenix Motorcars
ATTN: ZEUS Recall
401 S. Doubleday Avenue
Ontario, CA 91761

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to:

Administrator,
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Thank you again for selecting Phoenix; your ownership experience is very important to us. We recognize this service may be an inconvenience to you. Phoenix, in cooperation with your authorized Phoenix retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

C. Wendell Daniel,
Chief Financial Officer,
Head of Compliance