



PHOENIXEV

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 23V-697

This notice applies to your vehicles: see attached VINS.

December 3, 2024

Dear PhoenixEV Transit Bus Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

PhoenixEV has decided that a defect that relates to motor vehicle safety exists in certain 2019-2022 40' and 35' Catalyst 800V Transit Buses with ProDrive 1.0, and certain 2019-2022 40' and 35' ZX5 800V Transit Buses with ProDrive 1.0. **A remedy is available now.**

Why is your vehicle being recalled?

The recall population was determined by reviewing PhoenixEV's production records. We apologize for the inconvenience. We are committed to your safety, the safety of your customers, and your continued satisfaction with our products, and we will work with you to promptly remedy the recalled vehicles.

IMPORTANT

- Your PhoenixEV vehicle is subject to NHTSA Safety Recall No. 23V-697 because it is equipped with a PP250 Inverter that may cause the IGBT to fail, resulting in the loss of vehicle propulsion and power steering and increasing the risk of a crash.
- PhoenixEV will remedy the issue. Service instructions are provided in technical service bulletin SC-24-007.
- The remedy will be provided free of charge.
- Contact PhoenixEV's customer service department at 909-987-0815 or transitservice@phoenixmotorcars.com if you have any questions.

What will PhoenixEV Do?

A remedy program has now been developed for the PP250 Inverter. This remedy includes the use of a new thermal paste for the IGBTs, addressing the issue of the previous thermal paste failure. The update will improve the reliability of the inverter by ensuring optimal thermal performance. The remedy should take approximately 3 hours to complete. **PhoenixEV will provide this recall remedy free of charge to owners of vehicles within the recall population.**

What Should You Do?

Contact your PhoenixEV Customer Service Representative for the remedy to be implemented. Please contact PhoenixEV's customer service department at 909-987-0815 or transitservice@phoenixmotorcars.com if you have any questions.

What If You Have Already Repaired the Defect?

If you have previously paid for a repair that addresses the defect described in this letter, you still need to ensure the correct parts and procedures were used. The remedy instruction must be followed. To verify the correct parts were used please contact Transit Warranty at transitwarranty@phoenixmotorcars.com, providing an image of the Serial Tag with the information clearly shown. However, you may be eligible for a reimbursement of the previous repair. Please contact PhoenixEV's customer service team at 909-987-0815 or transitservice@phoenixmotorcars.com to verify eligibility and process your reimbursement request.

What If You Have Other Questions?

Please contact PhoenixEV's customer service department at 909-987-0815 or transitservice@phoenixmotorcars.com with any questions or concerns about this notice. If, after contacting PhoenixEV's customer service department, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is **23V-697**.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Sincerely



Taylor Ashworth
Director, Operations
PhoenixEV