



August 23, 2023

Dear (Customer),

Safety is our number one priority for our owners and operators of our Class 8 Tre battery-electric trucks.

We have worked to be very clear regarding our voluntary recall and our August 11 findings. [The linked press release outlines these findings](#) and [this link is to the NHTSA recall](#). While developing a remedy, we want to share some additional updates, as well as a reminder of recommended action items.

***Instead of the previously announced field remedy, for your safety and convenience, Nikola will be making arrangements with you to get your trucks to our Coolidge, Ariz. manufacturing facility. This will allow repairs to be made in the most efficient manner and under the supervision of the Nikola engineering team.*** A temporary hold on new Tre battery-electric vehicle sales remains in effect until repairs are completed.

***As before, any Tre battery-electric trucks currently in operation may remain in service, however we encourage you to immediately take the following actions:***

- Place the Main Battery Disconnect (MBD) switch into the "ON" position at all times to enable real-time vehicle monitoring and safety systems operation
- Park trucks outside to allow for over-the-air updates and better connectivity with Nikola Fleet Command
- *Additionally per the [NHTSA filing](#) – please park trucks away from other vehicles and buildings for additional safety.*

To date, thermal events with our battery-electric truck have occurred when the MBD was in the "OFF" position as we are unable to proactively detect possible battery issues. ***Please place MBD "ON" at all times.***

If you have questions, please contact [recalls@nikolamotor.com](mailto:recalls@nikolamotor.com). Thank you for your support and participation in this process as we look to get your trucks back on the road quickly and safely.

Sincerely,

The Nikola Team