



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 1, 2024

Mr. Jason Dake  
Orange EV  
900 N 69th St  
Kansas City, KS 66102

NEF-107SS  
24V-800

**Subject:** Incorrect High Voltage System Lockout Instructions

Dear Mr. Dake:

This letter serves to acknowledge Orange EV's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

ORANGE EV/E-TRIEVER/2023-2024  
ORANGE EV/T-SERIES ELECTRIC TRUCK/2017-2024

**Mfr's Report Date:** October 24, 2024

**NHTSA Campaign Number:** 24V-800

**Components:**

EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL

**Potential Number of Units Affected:** 1,334

**Problem Description:**

Orange EV (OEV) is recalling certain 2017-2024 T-Series and 2023-2024 e-TRIEVER terminal trucks. The Emergency Response Guide (ERG), operator, maintenance, and service manuals incorrectly state that the emergency stop button in the vehicle cab will shut off and lock out the high voltage system.

**Consequence:**

Incorrect lockout instructions can mislead the operator into thinking the high voltage system is shut down, increasing the risk of injury by electrical shock.

**Remedy:**

OEV will provide corrected ERG, operator, and maintenance manuals and add additional warning labels, free of charge. Owner notification letters are expected to be mailed December 20, 2024. Owners may contact OEV customer service at 1-866-688-5223. OEV's number for this recall is 2024-SRC-01.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [nhtsa.gov](https://www.nhtsa.gov).



Please ensure the following requirements are met:

Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If your company does not have dealers or distributors, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

**AMENDED 573 REQUIRED.**

Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. Please be reminded that all owners must be notified of the safety risk associated with this filing within 60 days of the 573 being submitted. If the remedy is not available at that time, mail the interim notice, following it with a second notice once the remedy becomes available. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If there are no owners involved in this recall, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Orange EV's contact for this recall will be Sarah Shiver who may be reached by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement