



**PHOENIX**EV

# **IMPORTANT SAFETY RECALL**

## **NHTSA Recall Number: 24V-655**

This notice applies to vehicles with the following vehicle VIN numbers: see attached.

September 23, 2024

Dear Phoenix 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?**

Phoenix has decided that a defect, which relates to motor vehicle safety exists in certain 800V Catalyst (Model Year 2019-2021) and ZX5 (Model Year 2020-2022) transit buses with a certain electrical and software architecture. Vehicles within the recall population are equipped with electrical connectors and terminals at one rooftop passthrough that are toward the max current limit that the terminals are rated for with radiator fans running at 100% speed. Over time and with higher ambient temperatures, this circuit design can result in excessive heat at the terminals and eventually melting of wedgelocks, increasing the risk of a fire.

### **Why is your vehicle being recalled?**

The recall population was determined by reviewing Phoenix'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 Phoenix vehicle is subject to NHTSA Safety Recall No. 24V-655 because it is equipped with electrical connectors and terminals at one rooftop passthrough that may overheat, increasing the risk of a fire.
- Phoenix will remedy the issue. Service instructions are provided in technical service bulletin SC-24-009.
- The remedy will be provided free of charge.
- Contact Phoenix's customer service department at 909-987-0815 or [TransitService@phoenixmotorcars.com](mailto:TransitService@phoenixmotorcars.com) if you have any questions.

### **What will Phoenix Do?**

A software update was previously released as a technical service bulletin. This bulletin will be redeployed as the recall remedy. The update will limit the radiator fan speed to 80% which reduces the load of each fan by approximately 46% and reduces the temperature at each terminal by approximately 71% above ambient without degrading performance of the cooling system. The remedy should take approximately 45 minutes to complete. **Phoenix will provide this software remedy free of charge to owners of vehicles within the recall population.**

### **What Should You Do?**

Contact your Phoenix Transit field service representative to verify the status of the remedy software installation on your vehicle or schedule a time when it can be completed. If you have any questions regarding the recall, please contact Phoenix's customer service department at 909-987-0815 or [TransitService@phoenixmotorcars.com](mailto:TransitService@phoenixmotorcars.com).

### **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 software versions and procedures were used. However, you may be eligible for reimbursement of the previous repair. Please contact Phoenix's customer service department at 909-987-0815 or [TransitService@phoenixmotorcars.com](mailto:TransitService@phoenixmotorcars.com) to verify eligibility and process your reimbursement request.

### **What If You Have Other Questions?**

Please contact Phoenix's customer service department at 909-987-0815 or [TransitService@phoenixmotorcars.com](mailto:TransitService@phoenixmotorcars.com) with any questions or concerns about this notice. If, after contacting Phoenix'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 **24V-655**.

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  
Phoenix Motor Inc.