



«Name»
«Address1»
«City», «Province» «ZipCode»

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 24V800

Orange EV Recall Number: 2024-SRC-01

Dear («Name»),

This notice applies to your vehicle: «Truck_VIN»

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Orange EV (OEV) has decided that a defect, which relates to motor vehicle safety, exists in certain 2017-2024 T-Series and 2023-2024 e-TRIEVER® terminal trucks. Our records indicate that you are the current owner of a vehicle affected by this action.

What is the Condition?

The Emergency Response Guide (ERG), operator, maintenance, and service manuals (the Manuals) for the subject vehicles contain High Voltage System disablement instructions that misdirects the reader to press the Emergency Stop (E-Stop) button in the vehicle cab to shut off and lockout the High Voltage System for the vehicle. If the negative high voltage battery contactor welds closed, pressing the E-Stop button leaves the High Voltage System enabled without warning, which may increase the risk of shock or electrocution to any person needing to service the vehicle and emergency first responders attempting to disable the High Voltage System of the vehicle.

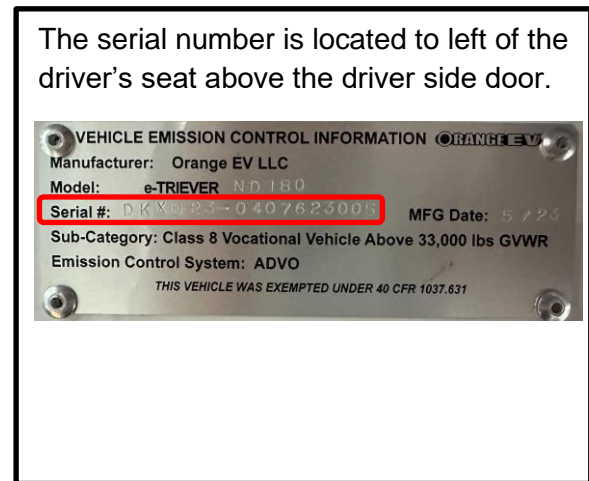
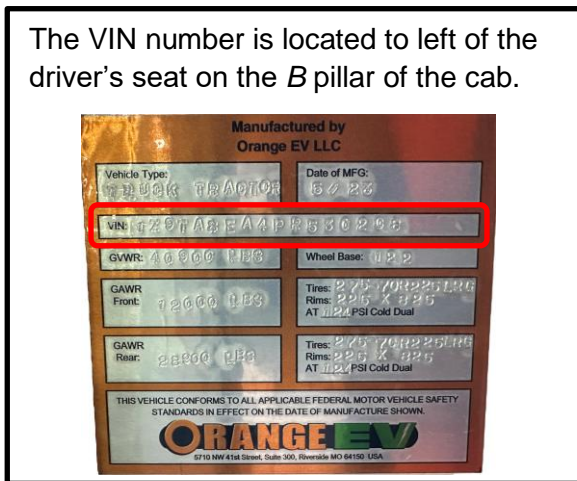
What will Orange EV do?

Orange EV will provide corrected ERG, operator, and maintenance manuals with additional warnings, free of charge.

What should you do?

To request your corrected operator and maintenance manuals, please send an email to Regulatory.Compliance@OrangeEV.com with the subject line "2024-SRC-01 Request for Manuals" and include the following information in the body of your message: The Vehicle Identification Number (VIN) and serial number of the affected truck.

If you have multiple trucks and would like to request your corrected manuals in one email, please include each truck's VIN and serial number.



What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please contact your Regional Service Supervisor or call the Orange EV customer service line at 1-866-688-5223.

If you believe that Orange EV has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have any questions, please contact your Regional Service Supervisor or call the Orange EV customer service line at 1-866-688-5223.

We are committed to providing the highest-quality and best-value trucks. We sincerely regret any inconvenience this condition may have caused you.

Thank you for choosing Orange EV.

Sincerely,

Orange EV

