



SAFETY RECALL NOTICE

900 N 69th St, Kansas City, KS 66102

«MailingName1»
«Mail_Address»
«City»«State»«Zip»

**NHTSA RECALL [24V963]
Orange EV RECALL [2024-SRC-03I]**

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



IMPORTANT SAFETY RECALL

NHTSA Recall Number: 24V963

Orange EV Recall Number: 2024-SRC-03 (Interim Notice 2024-SRC-03I)

INTERIM NOTICE

We are currently preparing the remedy. You will be notified again once it is available

Dear «MailingName1»

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 certain 2018-2023 T- Series Pure Electric Terminal Trucks and 2023-2024 e-TRIEVER terminal trucks **fail to conform to Federal Motor Vehicle Safety Standard No. 108, "Lamps, Reflective Devices, and Associated Equipment."** Our records indicate that you are the current owner of a vehicle affected by this action.

What is the Condition?

The end of the beavertail frame on certain T- Series Pure Electric Terminal Trucks and e-TRIEVERs manufactured prior to December 12, 2024, creates an obstruction of the optical center of the backup light. Because of this obstruction, affected trucks do not comply with the visibility requirements in FMVSS 108. **If there is an obstruction to the Backup Lamp, other road users may not be aware of the driver's intentions, increasing the risk of a crash.**

What will Orange EV do?

Orange EV is currently preparing the remedy for this issue. When available, the remedy will involve relocating where the rear tail lamps mount to the truck and replacing the original LED lights with two multifunction combination lamps that will serve as the backup, tail, stop, and rear turn signal lamps **FREE OF CHARGE** to you.

What should you do?

LIMIT ON-ROAD USE WHILE OPERATING WITHOUT A TRAILER UNTIL A REMEDY IS AVAILABLE!

We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available. Your Regional Service Supervisor will be more than happy to answer any of your questions.

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 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