



# SAFETY RECALL NOTICE

900 N 69th St, Kansas City, KS 66102

ATTN: Regulatory Compliance  
«Customer\_Name»  
«Address1»  
«Address2»  
«City», «State» «ZipCode»

**NHTSA RECALL [25V360]  
Orange EV RECALL [2025-SRC-02]**

## IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



## IMPORTANT SAFETY RECALL

**NHTSA Recall Number: 25V360**

**Orange EV Recall Number: 2025-SRC-02**

**Dear «Customer\_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 2022 – 2024 Orange EV T-Series Pure Electric Terminal Trucks, 2023 – 2025 e-TRIEVERs, and 2023 - 2025 HUSK-es. Our records indicate that you are the current owner of a vehicle affected by this action.

### **What is the Condition?**

The affected vehicles may have been manufactured with bolts that secure the upper intermediate steering shaft clamp that may not have been torqued to specification during the assembly process. If the bolt is not properly torqued, it may loosen or separate, resulting in loss of steering control and increasing the risk of a crash.

### **What will Orange EV do?**

Orange EV will replace the steering shaft clamp bolts on all affected **FREE OF CHARGE** to you. The repair is estimated to take approximately .5 hours.

### **What should you do?**

Please contact your Regional Service Supervisor to schedule your service. Until then, please follow the instructions below,

**INSPECT THE UPPER INTERMEDIATE STEERING SHAFT CLAMP BOLT PRIOR TO OPERATION EACH DAY UNTIL THE REMEDY IS PERFORMED. IF THE BOLT CAN BE TURNED BY HAND OR IF THE BOLT OR NUT IS MISSING, PLEASE CONTACT YOUR REGIONAL SERVICE SUPERVISOR.**

## DAILY UPPER STEERING SHAFT CLAMP BOLT INSPECTION

**Step 1.** Park the vehicle on a flat surface.

**Step 2.** Turn the key switch and 12 V Disconnect to the OFF position.

**Step 3.** Inspect the head of the upper steering shaft clamp bolt located inside the cab.

e-TRIEVER/T-Series Upper Steering Shaft Clamp



HUSK-e Upper Steering Shaft Clamp



### 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