



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V360

**Manufacturer Name:** Orange EV

**Submission Date:** May 30, 2025

**NHTSA Recall No.:** 25V360

**Manufacturer Recall No.:** 2025-SRC-02

### Manufacturer Information

### Population

**Manufacturer Name:** Orange EV

**Address:** 900 N 69th St  
Kansas City KS, 66102

**Total number of potentially involved:** 968

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2023-2025 ORANGE EV HUSK-e

**Product Category:**

**Product Type:** Truck

**Fuel / Propulsion:** Electric Battery Power

**Production Dates:** Nov 01, 2023 - May 01, 2025

**Number of potentially involved:** 42

**Descriptive Information:**

This recall covers all manufactured Orange EV HUSK-e Terminal Trucks produced from 11/2023 through 5/2025

**Vehicle 2:** 2023-2025 ORANGE EV E-TRIEVER

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:** Truck

**Fuel / Propulsion:** Electric Battery Power

**Production Dates:** Jul 01, 2023 - May 01, 2025

**Number of potentially involved:** 635

**Descriptive Information:**

This recall covers all manufactured Orange EV e-TRIEVER Terminal Trucks produced from 7/2023 through 5/2025

**Vehicle 3:** 2022-2024 ORANGE EV T-SERIES ELECTRIC TRUCK

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**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:**

**Fuel / Propulsion:** Electric Battery Power

**Production Dates:** Nov 01, 2022 - May 01, 2024

**Number of potentially involved:** 291

**Descriptive Information:**

This recall covers all manufactured Orange EV T-Series Pure Electric Terminal Trucks produced from 11/2022 through 5/2024

## Defect / Noncompliance Description

**Description of the defect or noncompliance:**

Orange EV has decided that certain 2022 – 2024 Orange EV T-Series Pure Electric Terminal Trucks, 2023 – 2025 e-TRIEVERs, and 2023 - 2025 HUSK-es 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.

**FMVSS1:**

**FMVSS2:**

**Description of the safety risk, including crash, fire, death, injury:**

Operating a vehicle with an improperly torqued bolt that secures the upper intermediate steering shaft clamp can allow the bolt to loosen over time and if not addressed may eventually result in separation of steering system adjoining components, resulting in loss of steering control, which can increase the risk of a crash.

**Description of the cause:**

**Identification of any warning that can occur:**

If the upper intermediate steering shaft clamp bolt is loose or missing, the operator of the truck may hear a rattle noise coming from the steering system while driving or may experience steering play prior to separation.

## Component Manufacturer

**Tier of Supplier:**

**Supplier Type:**

**Name:**

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**Address:**

**Country:**

## Involved Components

**Component Name 1:** Intermediate Steering Shaft

**Component Description:** The shaft that connects the steering column to the steering gear.

**Component Part Number:** 23-003-00011

## Chronology

### January 2025

On January 28, 2025, Orange EV was contacted by a customer for vehicle service which reported finding a loose upper intermediate steering shaft clamp bolt on their truck. OEV Service confirmed that the bolt was loose but had not separated from the clamp. The truck was repaired, and the bolt was fastened to the appropriate torque. Vehicle steering was not affected.

### February 2025 – May 2025

On February 3, 2025, Orange EV inspected the production records for the serviced truck to confirm that the upper intermediate steering shaft clamp bolt was torqued to specification at the time of manufacture. Upon review, it was discovered that the upper bolt was not recorded as being torqued to specification; only the lower bolt was recorded as being torqued to specification.

The steering column manufacturing specification and assembly process for T-Series, e-TRIEVER, and HUSK-e trucks were reviewed to understand if this was a single occurrence or potentially systemic. It was found that at the point of intermediate shaft installation on the assembly line, only lower intermediate steering shaft clamp bolts were documented as being torqued to specification.

On February 5, 2025, Orange EV updated the steering column assembly process to include documentation for torquing the upper intermediate steering shaft clamp bolt to specification.

On February 6, 2025, a “Back-off torque” test was conducted on the upper intermediate steering shaft clamp bolts of a small sample of five trucks that remained on the OEV lot and not yet delivered to customers to verify whether they were torqued to specification. The results indicated that the upper bolts in this sample of vehicles may not have been torqued to specification, but all had bolts that were attached to the steering shaft and none were obviously loose. OEV continued to examine the vehicle assembly processes, including a switch in the manufacturing facility that occurred in 2023 and a shift to a different steering shaft supplier in 2022.

On March 13, 2025, during review of the wheel alignment process, it was found that upper intermediate steering shaft clamp bolt is loosened to allow for centering the steering wheel. Once the steering wheel has been centered, the upper intermediate steering shaft clamp bolt is fastened using standard ratchets. On March 15, 2025, Orange

EV updated the wheel alignment process to include torquing the upper intermediate steering shaft clamp bolt to specification after completing the alignment.

Beginning in mid-March Orange EV started investigating the circumstances for and potential consequences of an upper intermediate steering shaft bolt that is not tightened to specification from the point at which it may become loose to whether it may eventually become detached. This evaluation was

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performed given the unique use cycles of terminal tractors including that part of the typical daily operator startup inspection includes checking for play in the steering column linkage. From mid- April - May, 2025, Orange EV conducted a further analysis of potentially related claims and considered the impact, if any, in the transition to different shaft suppliers and production facilities and the data indicated the claims related to loose bolts generally were identified early in the service life of the truck during a field inspection. Based on the results of the investigations above, on May 23, 2025, Orange EV has decided to conduct a voluntary safety recall campaign to provide all affected owners of the subject vehicles with new upper intermediate steering shaft clamp bolts.

As of May 23, 2025, there have been 19 warranty claims for loose intermediate shaft clamp bolts and 2 reports of shaft separation due to missing bolt, unconfirmed. Orange EV has not received any additional reports or complaints about this issue.

At this time, Orange EV is not aware of any crashes, injuries or fatalities related to this condition

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Repair, Replace

**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside

**Description of remedy program:**

Orange EV will notify all known owners of subject vehicles by first-class mail to contact Orange EV Field Service to schedule the replacement of the upper steering shaft clamp bolts free of charge. Owners will also be instructed to inspect the intermediate steering shaft clamp bolts prior to operation each day until the remedy is performed.

**How remedy component differs from recalled component:**

The M10 intermediate steering shaft clamp hardware supplied with PN (23-003-00011) will be replaced and properly torqued and installed with Grade 8, 3/8 bolts and nylon locking nuts.

**Identify how/when recall condition was corrected in production:**

Vehicles produced on and after May 1,2025, use grade 8, 3/8 hardware with a nylon locking nut.

## Reimbursement Plan

**Description of reimbursement program:**

Vehicle owners that have previously paid for repairs prior to receiving notification of the recall are instructed to contact Orange EV directly to submit a claim for reimbursement.

**Period of reimbursement:**

**Costs to be reimbursed:**

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Address for reimbursement claims:

**Recall Schedule****Description of recall schedule:**

Notifications to known owners of the affected vehicles will occur by July 29, 2025. A copy of the draft owner notification will be submitted as soon as it is available. Vehicle owners that have previously paid for repairs prior to receiving notification of the recall are instructed to contact Orange EV directly to submit a claim for reimbursement.

**Planned Dealer Notification Date:**☒ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Jul 12, 2025☐ Phased Recall**Date when VIN will be searchable:**