



Lonestar Specialty Vehicles  
1902 St Michael Dr  
Texarkana, TX 75503  
(903) 306-0801  
<https://www.lonestarsv.com/>

**Owner Notification Letter for NHTSA Recall: 23V-768**  
**Important Safety Recall Notice**

**NHTSA Recall: 23V-768**

**Model Year / Vehicle Affected: 2021-2023 S22**

**Your Vehicle Identification Number (VIN):**



**Dear S22 Owner,**

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Lonestar Specialty Vehicles has decided that a defect which relates to motor vehicle safety exists in certain 2021-2023, S22 Hybrid Electric S22 terminal tractors. Our records indicate that you own or lease the S22 vehicle identified by the VIN listed above, and therefore your vehicle is included in this recall action.

**WHAT IS THE CONCERN?**

Certain 2021-2023 S22 Hybrid Electric S22 terminal tractors include control software within the Vehicle Control Unit (VCU) that may disable the Battery Management System (BMS) isolation measurement feature. Lonestar Specialty Vehicles discovered a combination of adjustable parameters internal to the VCU has caused the BMS in certain limited vehicles to not perform the isolation measurement of the battery packs. A failure of the isolation of the battery pack can lead to the energizing of surrounding components. As a result of the failed isolation measurement, an operator may be unaware of a high voltage battery pack malfunction, thus increasing the risk of a fire.

**WHAT WILL LONESTAR SPECIALTY VEHICLES DO?**

Lonestar Specialty Vehicles has released an over-the-air (OTA) VCU software update, free of charge. This update has effectively enabled the isolation measurement feature within the software.

**WHAT SHOULD YOU DO?**

There is no action to take at this time as Lonestar Specialty Vehicles has released an over-the-air (OTA) VCU software update included in your vehicle **to** correct the isolation measurement feature.

**HOW LONG WILL THE REPAIR TAKE?**

The work has already been carried out via an over-the-air (OTA) VCU software update in order to minimize inconvenience to customers.

## **MOVED OR NO LONGER OWN A LONESTAR SPECIALTY VEHICLES VEHICLE?**

If you are no longer the owner of this vehicle, Lonestar Specialty Vehicles would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

## **WHAT SHOULD YOU DO IF YOU HAVE FURTHER QUESTIONS?**

If you have any questions or concerns, please contact the service manager at Lonestar Specialty Vehicles for assistance. If you have any queries or concerns that the service manager cannot address, please contact the Lonestar Specialty Vehicles at 903-306-0801, one of our representatives will be happy to assist you.

You can also contact Lonestar Specialty Vehicles by email:

[Jerrad.nehls@lonestarsv.com](mailto:Jerrad.nehls@lonestarsv.com)

[Adam.watkins@lonestarsv.com](mailto:Adam.watkins@lonestarsv.com)

Should you have the need to contact Lonestar Specialty Vehicles by mail, please use the following address:

Lonestar Specialty Vehicles  
ATTN: Jerrad Nehls  
1902 St Michael Dr  
Texarkana, TX 75503

If you have any concerns regarding your vehicle or the subject recall and remedy program, including if you believe that Lonestar Specialty Vehicles has failed or is unable to remedy the defect or noncompliance without charge, you may write to:

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or long on to <http://www.safercar.gov> to submit a complaint electronically.

**Attention Leasing Agencies:** Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

Thank you again for selecting Lonestar Specialty Vehicles; your ownership experience is very important to us. We recognize this recall and remedy may be an inconvenience to you. Lonestar Specialty Vehicles, in cooperation with your authorized Lonestar Specialty Vehicles retailer, will strive to minimize any further inconvenience to you caused by this recall.

Sincerely,

Lonestar Specialty Vehicles

Jerrad Nehls

General Manager, Lonestar Specialty Vehicles