



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 15, 2024

Jeff Garber
Consultant
Motiv Power Systems
330 Hatch Drive
Foster City, CA 94404

NEF-107SS
24V-546

Subject: HV Battery Shutdown Can Cause Loss of Drive Power

Dear Jeff Garber:

This letter serves to acknowledge Motiv Power Systems's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MOTIV/E-450 CHASSIS/2021-2024
MOTIV/F-53 CHASSIS/2019-2020
MOTIV/F-59 CHASSIS/2019-2023

Mfr's Report Date: July 22, 2024

NHTSA Campaign Number: 24V-546

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:CHARGING:MODULE:SOFTWARE

Potential Number of Units Affected: 200

Problem Description:

Motiv Power Systems, Inc. (Motiv) is recalling certain 2021-2024 E-450, 2019-2023 F-59, and 2019-2020 F-53 vehicles equipped with a Motiv Gen 5 EPIC powertrain. The vehicle control software could misclassify a loss of isolation between the chassis and high voltage system, shutting down the high voltage (HV) batteries.

Consequence:

The shutdown of the HV batteries can cause a loss of power steering, brake power assist, and drive power, increasing the risk of a crash.

Remedy:

Motiv will release an over-the-air (OTA) software update, free of charge. Owner notification letters are expected to be mailed August 30, 2024. Owners may contact Motiv customer service at 1-650-458-4804.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Motiv Power Systems's contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement