



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 24, 2024

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

NEF-107SS
24V-782

Subject: Loose Connection May 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/EPIC4 E-450 BEV/2021-2024

Mfr's Report Date: October 18, 2024

NHTSA Campaign Number: 24V-782

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM: CABLES

Potential Number of Units Affected: 40

Problem Description:

Motiv Power Systems, Inc. (Motiv) is recalling certain 2021-2024 E-450 vehicles equipped with a Motiv Gen 4 EPIC powertrain. A wire connection point could loosen, causing a loss of 12-volt control power to the high voltage (HV) batteries.

Consequence:

Interruption of the 12-volt control power can cause a loss of drive power, increasing the risk of a crash.

Remedy:

Motiv field support technicians will inspect and replace the 12-volt control cable as necessary, free of charge. Owner notification letters are expected to be mailed December 11, 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 [nhtsa.gov](https://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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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