

# Part 573 Safety Recall Report

## 24V-782

**Manufacturer Name :** Motiv Power Systems

**Submission Date :** OCT 18, 2024

**NHTSA Recall No. :** 24V-782

**Manufacturer Recall No. :** NR



### Manufacturer Information :

**Manufacturer Name :** Motiv Power Systems

**Address :** 330 Hatch Drive

Foster City CA 94404

**Company phone :** 650-425-3032

### Population :

**Number of potentially involved :** 40

**Estimated percentage with defect :** 100 %

### Vehicle Information :

**Vehicle 1 :** 2021-2024 Motiv EPIC 4 E-450 BEV

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** ALL

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** 100% of vehicles in date range are included. All are non-school bus. A separate school bus record to be submitted.

**Production Dates :** JAN 01, 2021 - SEP 30, 2024

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

### Description of Defect :

**Description of the Defect :** Motiv Power Systems, Inc. has determined that on certain vehicles converted to a Motiv EPIC4 E-450 electric powertrain, a 12-volt power wire connection point could loosen over time, potentially resulting in loss of connection and loss of 12-volt control power to the High Voltage batteries. This, in turn could result in a loss of vehicle propulsion.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Loss of propulsion while the vehicle is in motion could increase the risk of a crash.

**Description of the Cause :** Cable assembly failure caused by a partially collapsed grid on the connector's socket that in turn resulted in a loss of connection.

**Identification of Any Warning that can Occur :** None. The operator would not receive a warning in advance of such an occurrence.

### Involved Components :

Component Name 1 : Connector / cable.

Component Description : Cable assembly, 12-volt power.

Component Part Number : 840-108955-030

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

9/25/2024: Motiv received a customer report alleging a loss of power on a Motiv Motiv EPIC4 E-450 vehicle. The customer reported a loss of propulsion while driving. Motiv immediately grounded the vehicle and began an investigation of the incident.

9/27/2024: Motiv field technicians conducted an inspection of the affected vehicle. That inspection determined the vehicle had experienced a temporary loss of 12-volt control power to the High Voltage (HV) batteries.

9/27 – 10/10/2024: Motiv conducted additional analysis and testing to identify a failure or malfunction that may have led to a reported loss of propulsion. The investigation determined that a cable assembly failure caused by a partially collapsed grid on the connector's socket that in turn resulted in a temporary loss of connection – interrupting 12-volt control power to the HV batteries. The loss of 12-volt control power to the batteries was responsible for the loss of vehicle propulsion.

10/10/2024 Based on its investigation and analysis, Motiv concluded that a potential safety risk could not be ruled out and decided to conduct a recall.

Motiv is currently aware of 1 field report (including warranty claims, field reports, and service reports) received in the US potentially related to this defect. Motiv is not aware of any reported crashes, injuries, or property damage in connection with the defect.

## Description of Remedy :

Description of Remedy Program : Motiv field support technicians will inspect all potentially affected vehicles to ensure proper connection, and replace the 12-volt control cable with a more robust solution. There will be no charge for this service. In the unlikely event that the vehicle owner has previously incurred costs to remedy this potential defect, Motiv will reimburse the owner for reasonable costs of that repair.  
The more robust solution will be implemented in production on all potentially affected new vehicle builds.

How Remedy Component Differs from Recalled Component : Includes retention device.

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Planned Owner Notification Date: On or about 12/11/2024.  
Planned Dealer Notification Date : NR - NR  
Planned Owner Notification Date : DEC 11, 2024 - DEC 13, 2024

\* NR - Not Reported