

## IMPORTANT SAFETY RECALL

**August 2024**

**Dear Motiv Power Systems Vehicle Owner,**

<name>  
<address 1>  
<address 2>  
<address 3>

**This notice applies to your vehicle:** see page 3 for affected VIN(s)

**Vehicles Affected:**

2021-2024 Model Year Motiv Gen 5 EPIC 4 E-450 and EPIC E-450  
2019-2023 Model Year Motiv Gen 5 EPIC 5 and EPIC 6 F-59  
2019-2020 Model Year Motiv Gen 5 EPIC 6 F-53

**National Highway Traffic Safety Administration Recall Number:** 24V546

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Motiv Power Systems has decided that a safety defect, which relates to motor vehicle safety, exists in certain 2019 Model Year through 2024 Model Year Motiv vehicles.

**Why is your vehicle being recalled:**

Motiv has determined that on certain vehicles converted to a Motiv Gen 5 EPIC (E-450, F-59, F-53 models) Battery-Electric powertrain, the vehicle control software could misclassify a loss of isolation between the chassis and high voltage system during operation. This in turn could increase the risk of a crash by the loss of vehicle propulsion and power-assistance for steering and braking.

**What will Motiv do:**

A software patch will be developed, tested, and released over-the-air to all potentially affected vehicles free of charge. That patch will correct the software error so that upon detection of a loss of isolation, the vehicle will continue normal operation until the vehicle shifts into Park gear. At that point the High Voltage batteries will be shut down until the loss of isolation fault is resolved and the fault is cleared.



**What should you do:**

- No action is required on your part. The Over-the-Air (OTA) update will be downloaded and installed automatically once the software revisions are available. It is expected that this update will be available on **August 30, 2024**.
- If you would like to confirm the update has been installed correctly, please contact your local Motiv Customer Service Technician directly or call 650-458-4804.

**How long will the repair take:**

It is expected that the software update should be completed within fifteen (15) minutes. Additional time may be required depending on network traffic.

**Lease vehicles and address changes:**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please call 650-458-4804 to notify us so we can update our records.

**What should you do if you have additional questions:**

If you have any questions or concerns, please contact Motiv Customer Service by calling 650-458-4804.

If you believe we have not done our best to remedy this condition, without charge or within a reasonable time, you may file a complaint with:

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

Or you may call the toll-free Vehicle Safety Hotline at:  
1-888-327-4236 (TTY: 1-800-424-9153); or to go <http://www.safercar.gov>

We apologize for the inconvenience caused by this issue. Your safety continues to be our highest priority, and we remain committed to ensuring your continued satisfaction with your Motiv vehicle.

Sincerely,  
Motiv Power Systems