

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: Motiv Gen 5 EPIC E-450 and EPIC 4 (converted Ford E-450)

Model Years Affected: 2021 through 2024

National Highway Traffic Safety Administration Recall Number: 24V547

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 2021 Model Year through 2024 Model Year Motiv Gen 5 EPIC E-450 and EPIC 4 vehicles.

Why is your vehicle being recalled:

Vehicles manufactured during 2021-2024 Model Years may have a Controller Area Network (“CAN”) signal wire that could potentially chafe against the vehicle’s frame rail and short to ground – resulting in a loss of CAN signals. This in turn, could result in a loss of vehicle propulsion, increasing the risk of a crash.

What will Motiv do:

Motiv Customer Support Technicians will inspect all potentially affected vehicles and correct any erroneous retention and replace any CAN wiring showing signs of chafing at no charge to vehicle owners. Any prior remedy for the problem would have been covered by warranty, so there is no need for a reimbursement program.

What should you do:

- No action is required on your part. The corrective action will be completed by **August 30, 2024.**



- If you would like to confirm corrective action has been completed, please contact your local Motiv Customer Support Technician directly or call 650-458-4804.

If you need further help:

If you have questions or concerns your local Motiv Customer Support Technician cannot resolve, please reach out to Motiv Customer Service at 650-458-4804.

How long will the repair take:

It is expected that the repair should be completed within one (1) hour. Additional time may be required depending on the service schedules of the Motiv Customer Support Technicians.

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 go to <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