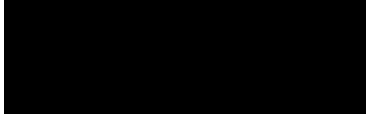


IMPORTANT SAFETY RECALL

NHTSA Recall No. 24V698

November 19, 2024



Dear 

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 2017 Model Year through 2023 Model Year Motiv vehicles.

This notice applies to your vehicle: See Page 3 for affected VINs

Vehicles Affected:

- Ford F-59 stripped chassis, MY 2020 through 2023, converted to Motiv Gen 5 F-59 battery electric powertrain, with various body types (non-school bus)
- Ford F-53 stripped chassis, MY 2020 through 2023, converted to Motiv Gen 5 F-53 battery electric powertrain, with trolley body. (non-school bus)
- Ford F-59 stripped chassis, MY 2017 through 2020, converted to Motiv Gen 4 F-59 battery electric powertrain, with various body types (non-school bus)
- Ford E-450 cutaway and stripped chassis, MY 2017 through 2020, converted to Motiv Gen 4 E-450 battery electric powertrain, with various body types (non-school bus)

National Highway Traffic Safety Administration Recall Number:

24V698 - NHTSA Ring Terminal (non-school bus)

Why your vehicle is being recalled

Motiv Power Systems, Inc. has determined that on certain vehicles (Motiv Gen 5 F-59 battery electric powertrain; Motiv Gen 5 F-53 battery electric powertrain; Motiv Gen 4 F-59 battery electric powertrain; Motiv Gen 4 E-450 battery electric powertrain) converted to a 12-volt power wire connection point could loosen over time. Vehicles with this issue could potentially experience a 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, which could increase the risk of a crash. The operator may not receive a warning in advance of the loss of power.

What Motiv will do

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. If you have previously incurred costs to remedy this potential defect, Motiv will reimburse you for reasonable costs of that repair

When will replacement 12-volt Control Cables be available

Replacement cables are now available.

What should you do

Contact your Motiv Customer Support Technician to schedule an inspection of the 12-volt control cable on your vehicle.

If you need further help

If you have questions or concerns your Motiv Customer Support Technician cannot resolve, please reach out to Motiv Customer Service at 1-650-458-4804.

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 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

