

IMPORTANT SAFETY RECALL

NHTSA Recall No. 24V781

December 20, 2024

[REDACTED]
[REDACTED]

Dear [REDACTED],

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 vehicles.

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

Vehicles Affected:

- Ford E-450 cut-away and stripped chassis, MY 2021 through 2024, converted to Motiv EPIC 4 battery electric powertrain vehicles.

National Highway Traffic Safety Administration Recall Number:

24V781 – 12 Volt Control Cable Connection Point for non-School Bus vehicles (note that 24V782 covers School Bus vehicles).

Why your vehicle is being recalled

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. Loss of propulsion while the vehicle is in motion 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. 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.

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 connector 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



