

July 31, 2024

**Re: Motiv Technical Bulletin for the following recall notices**

- **24V546 (SW update)**
- **24V602 (SW update / SB)**
- **2024-421 (SW update / TC)**

**3.2.0.A SW Release for Customer Support Team**

**RECALL INFORMATION**

Motiv Power Systems, Inc. has determined that on certain vehicles converted to a Motiv Gen 5 EPIC (E-450, F-59, F-53 models) powertrain, the vehicle control software could misclassify a loss of isolation between the chassis and high voltage system during operation. This in turn could result in a loss of vehicle propulsion and power-assistance for steering and braking. Motiv has not received any complaints or reports of vehicle crashes because of this issue; therefore, Motiv considers this as a proactive measure to protect the public and Motiv's customers from the potential risk associated with this defect.

To ensure that these vehicles meet Motiv's stringent quality requirements, follow the instructions outlined below to update vehicle software.

**VEHICLES AFFECTED**

Ford E-450 Motiv Gen 5 EPIC4 produced between 1/1/2021 and 3/1/2024

Ford F-59 Motiv Gen 5 EPIC5 and EPIC6 produced between 1/1/2019 and 12/31/2020

Ford F-53 Motiv Gen 5 EPIC6 produced between 1/1/2019 and 12/31/2023

**VEHICLE QUANTITY**

There are 227 vehicles affected by this recall (165 U.S, 62 Canada).

**REPAIR INSTRUCTIONS**

Follow steps outlined in Appendix "A" – 910-108078-001 Full System Firmware Upgrade

**PROPRIETARY AND CONFIDENTIAL**