6/14/2024: Motiv received a customer report of a loss of propulsion on a Ford E-450 Motiv Gen 5 EPIC4 vehicle. The customer reported a loss of propulsion while driving. Motiv immediately grounded the vehicle and began an investigation of the incident.

6/14 – 6/21/2024: Motiv field technicians conducted an inspection of the affected vehicle. That inspection determined the vehicle had experienced a temporary loss of isolation between the High Voltage (HV) system and vehicle chassis.

6/21 – 7/15/2024: Motiv conducted additional analysis and testing to determine the root cause of the reported loss of propulsion. The investigation determined that software in the vehicle's powertrain controller was responsible for immediately shutting down the HV batteries in response to the loss of isolation fault. This was a deviation from the software design, which provides that the response to an isolation fault should be to shut down the High Voltage system only at the end of the drive cycle (when the vehicle is shifted into Park)

7/16/2024 – Further review determined that the shutdown of the High Voltage system while the vehicle was in motion was caused by a software misclassification of the loss of isolation as a more severe fault. This misclassification led to the shutdown of the High Voltage system. As a result of this determination, Motiv concluded that a potential safety risk could not be ruled out and decided to conduct a recall.

Motiv is currently aware of 1 field report (including warranty claims, field reports, and service reports) received in the US potentially related to this defect. Motiv is not aware of any reported crashes, injuries, or property damage in connection with the defect.