

7/8/2024: Motiv received a customer report of a loss of power on a Ford E-450 Motiv Gen 5 EPIC4 vehicle. The customer reported a loss of propulsion while driving. Motiv worked with the customer to immediately ground the vehicle and began an investigation of the incident.

7/9 – 7/12/2024: Motiv field technicians conducted an inspection of the affected vehicle. That inspection determined the vehicle had experienced a temporary loss of CAN communication.

6/12 – 7/15/2024: Motiv conducted additional analysis and testing to determine the root cause of the reported loss of propulsion. The investigation determined that a harness termination connector with loopback wires was incorrectly installed. Over time, the loopback wire chafed against the vehicle's frame rail and shorted – temporarily interrupting CAN signals. The temporary loss of CAN signals was responsible for the loss of motor power.

7/16/2024: Further inspections of similar vehicles in the field identified signs of initial chafing on the same CAN wire. 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 one field report (including warranty claims, field reports, and service reports) received in the US related to this defect. Motiv is not aware of any reported crashes, injuries, or property damage in connection with the defect.