U.S. Department of Transportation

National Highway Traffic Safety Administration

Part 573 Safety Recall Report 25V405

Manufacturer Name: Shyft Group
Submission Date: Jul 08, 2025
NHTSA Recall No.: 25V405
Manufacturer Recall No.: 25-15

Manufacturer Information

Manufacturer Name: Shyft Group
Address: 1541 Reynolds Road
Charlotte MI, 48813

Population

Total number of potentially involved: 871
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2024-2025 UTILIMASTER AEROMASTER
Product Category:
Product Type:
Fuel / Propulsion: Compression Ignition Fuel
Production Dates: Jan 08, 2024 - May 16, 2025
Number of potentially involved: 871
Descriptive Information:
Vehicles subject to this recall have a GVWR of more than 10,000 lbs and equipped with a 360-degree system supplied by BrandMotion. Substantially similar vehicles are not equipped with a BrandMotion System.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The monitor in the 360-degree camera system may not display the appropriate image at start up.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

If the monitor does not display the appropriate image, the driver may not be able to see objects or people around the vehicle. This could increase the risk of a crash.

Description of the cause:

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Charging LV batteries that are at 2V or less causes a voltage dump from the alternator when the charging device is removed. The voltage spikes exceed the electrical capability of the board within the monitor.

Identification of any warning that can occur:

There is no warning associated with the monitor not powering up.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: Distributor

Name: Brandmotion

Address: 41100 Bridgestreet
Novi MI, 48375

Country: United States

Involved Components

Component Name 1: Monitor

Component Description: 360-degree display monitor

Component Part Number: 16519673

Chronology

On 5/16/2025, a customer complained of monitors not displaying the 360 view when the vehicle was started. On 5/19, monitors were returned to the supplier for evaluation. During the evaluation, a damaged trace on one of the electrical boards was observed. Between 5/19 and 5/27, testing was conducted and initial root cause was thought to be understood. However, the proposed solution proved not to address the problem. Complaints continued to be made and on 6/9, Shyft determined the problem to be related to motor vehicles safety. During the week of 6/12, testing was conducted and a board within the vehicles failed from what appears to be related to a high electrical voltage spike. However, the failure mode of the monitor cutting out is not fully repeatable and the cause is still under evaluation.

Related NHTSA Recall Number:

Description of Remedy

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Remedy Type: Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

An in-line circuit protector and monitor will be provided/installed at no charge.

How remedy component differs from recalled component:

Remedied components will have the visible filter, recalled vehicles will not.

Identify how/when recall condition was corrected in production:

In-line circuit protectors were added to vehicles in Shyft's possession on, or just before, 6/30/2025.

Reimbursement Plan

Description of reimbursement program:
Vehicles subject to this recall are still within their warranty period. Failed monitors would be replaced at no charge.

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

A dealer has not been used for this build of vehicles.

Planned Dealer Notification Date: ☑ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Jul 14, 2025 - Jul 18, 2025 ☐ Phased Recall

Date when VIN will be searchable: