

March 2025

IMPORTANT SAFETY RECALL

NHTSA Recall – 25V-XXX

Shyft Internal Recall No. 25-06

Dear Dealer or Service Manager:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Shyft Group, Inc. has decided that certain 2024 and 2025 model year BlueArc BA4L-800 model vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 108 – Lamps, Reflective Devices and Associated Equipment. More specifically the headlamps fail to meet section 10.18.4.

The headlamps are not permanently prevented from being horizontally adjusted.

The lower beam of the headlamp assembly could inadvertently be adjusted horizontally to an improper setting. Improper horizontal aim can create glare to other motorists or reduce operator's visibility which may increase the risk of a crash.

If a lower beam were to be adjusted incorrectly, the horizontal aim could cause glare without warning.

Shyft will install a cover over the horizontal adjustment stud to prevent adjustment. The repair may take up to 0.50 hours to complete. However, the service provider may need the vehicle longer due to scheduling.

The remedy will be provided at no charge.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate dealer for repair.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.



SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.
2. To obtain necessary parts and/or verify recall status, please call Blue Arc Customer Care Center at **800-237-7806** or email **evsupport@bluearcev.com** and reference 25-06.
3. Please provide current owner name, address and phone number.

COMPLETING THE WORK:

Complete the work per the service bulletin when it becomes available and we anticipate it being available 3/18/2025.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 25-06 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the Vehicle Identification Number as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected vehicle by calling Shyft **800-237-7806** or email **evsupport@bluearcev.com** for verification.
2. Complete the work as instructed in the service bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

SPARTAN ASSISTANCE:

1. If you have technical questions or questions regarding warranty claims, please call **800-237-7806** or email **evsupport@bluearcev.com**.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,



