

March 2025

IMPORTANT SAFETY RECALL – 25V- 142

This notice applies to the vehicle identification number in the label below.



Dear Valued Customer,

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 BA4L800 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.

What is the Defect?

The headlamps are not permanently prevented from being horizontally adjusted.

What is the Safety Risk?

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.

What is the Warning?

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

What is the Remedy?

Shyft 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.



What You Should Do:

Call Blue Arc Customer Care Center at 800-237-7806 or email your company name, shipping address and the VIN of the affected unit(s) to evsupport@bluearcev.com to coordinate having our technician(s) complete the work.

Leased Vehicles:

The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

Reimbursement:

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Blue Arc Customer Care Center at 800-237-7806.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Blue Arc Customer Care Center at 800-237-7806. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect without charge.

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely



