

April 2025



IMPORTANT SAFETY RECALL – 25V-206

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 2025 model year Blue Arc BA4L-800 model vehicles may present a potential safety risk related to the high voltage propulsion batteries install in the vehicles, based on information provided by the battery equipment manufacturer’s NHTSA Safety Recall Report 25E022 on April 2, 2025.

What is the Defect?

An unseated fastener may exist along the center spline of the battery pack. This condition can create a leak path into the battery pack, potentially compromising the electrical isolation or creating a high voltage short circuit (localized heating within the battery pack).

What is the Safety Risk?

Per the equipment manufacturer's instructions under certain conditions, foreign substance can enter the battery pack causing a loss of electrical isolation. This condition may lead to gases venting from the battery pack, smoke, battery fire, or shock hazard.

What is the Warning?

An amber or red warning icon will be displayed on the dashboard if the Battery Management System (BMS) internally detects a foreign substance creating an isolation fault and sends a corresponding DTC signal to the vehicle. If the isolation fault is severe enough as determined by the BMS during a vehicle start, an error message will also be displayed “Drive System Fault Charging and Propulsion Disabled”.



What is the Remedy?

Shyft will perform a negative pressure vacuum leak test on suspect batteries installed in vehicles. The inspection may take up to 1 hour to complete. If the inspection finds a leak rate greater than allowed the remedy will include repair and up to replacement of the batteries, which will take an estimated 2 days to complete. The service provider may need the vehicle longer due to scheduling and transporting the vehicle to an authorized facility to perform the necessary repair or replacement. 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 888-371-2209.

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 888-371-2209. 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,

The Blue Arc Compliance Team

