



May 22, 2025

## **IMPORTANT SAFETY RECALL**

### **NHTSA Recall #25V224**

### **Oshkosh Defense Recall #NGDV\_TSB\_036**

Ref: This notice applies to your vehicle. See attached VIN List.

Dear Oshkosh Defense Vehicle Owner:

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

Oshkosh Defense has decided that certain Next Generation Delivery Vehicles manufactured between June 1, 2024 & March 27, 2025, fail to conform to Federal Motor Vehicle Safety Standard 571.111 "Rear Visibility ". The overhead driver's display may intermittently show a blank screen instead of the rear-view image when the vehicle is placed into reverse. If the rear-view image does not display, this can increase the risk of a crash during a backing event. A secondary failure mode exists that requires the SD card be changed out in units shipped until May 08, 2025, regardless of head unit function. Vehicles that were previously recalled under 24V-928 will need to be inspected and possibly have the head unit replaced again.

## **! I M P O R T A N T !**

- Your Oshkosh Defense Vehicle is being recalled.
- You should contact your NGDV Service Provider or USPS Vehicle Maintenance Facility (VMF) to schedule service for the remedy.
- This service can be performed for you at **NO CHARGE** through the NGDV Service Provider network.

### **What are we doing about the problem?**

- Oshkosh Defense will inspect the overhead driver's display head unit to verify that the head unit is operating as intended and if necessary, it will be replaced through Technical Service Bulletin (TSB) documentation provided to all authorized repair facilities in the Oshkosh NGDV Service Network (including Vehicle Maintenance Facilities). All SD cards will be replaced regardless of Head Unit function.
- The repair will be made at no cost to the customer. If the work is completed by the customer, parts and labor will be reimbursed by submitting a campaign claim in the 1Warranty System.

- This repair should take no longer than 2 hours to complete.

**What should you do?**

- Customers can continue to keep their vehicles in-service until the repair is completed.
- To coordinate your repair, contact your NGDV Service Provider or USPS Vehicle Maintenance Facility
- If you have any questions or require further assistance, contact Oshkosh Defense at 1-800-830-3554, or visit the following Portal where the TSB can be found along with the 1Warranty System and other means of contacting Oshkosh Defense.
  - <https://oshkoshngdv.com/>

**What if you no longer own this vehicle?**

If you no longer own this vehicle, please contact Oshkosh Defense at 1-800-830-3554 to assist us in updating our records. Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

**Who should you contact if you have further questions or concerns?**

If you have further questions, please contact Oshkosh Defense at 1-800-830-3554 to allow us to assist you.

If you have already paid to have your vehicle corrected for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, contact our service group at 1-800-830-3554 and indicate you have a service and technical question.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

The Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE.,  
Washington, DC 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

OSHKOSH DEFENSE LLC.