

# IMPORTANT SAFETY RECALL

NHTSA Recall No. 25V261

June 6, 2025



Dear [REDACTED],

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

Motiv Power Systems has decided that a safety defect, which relates to motor vehicle safety, exists in certain 2019 Model Year through 2022 Model Year Motiv vehicles.

**This notice applies to your vehicle:** See Page 3 for affected VINs

**Vehicles Affected:**

- Motiv Gen 5, BEV / F-53 Chassis / 2019-2022
- Motiv Gen 5, BEV / F-59 Chassis / 2019-2022

**National Highway Traffic Safety Administration Recall Number:**

25V261 – Power Disconnect Switch Bracket for non-School Bus vehicles (note that 25V262 covers School Bus vehicles).

**Why your vehicle is being recalled**

Motiv Power Systems, Inc. has determined that on certain vehicles converted to a Motiv electric powertrain, a bracket that supports a fuse box and the main power disconnect switch could fatigue over time and break, potentially resulting in the terminals on the switch contacting conductive surfaces and causing a short that could shut down the high voltage system. This, in turn, could result in a loss of vehicle power. This, in turn, could result in a loss of vehicle propulsion. Loss of propulsion while the vehicle is in motion could increase the risk of a crash. The operator may not receive a warning in advance of the loss of power.

**What Motiv will do**

Motiv field support technicians will replace the bracket on all potentially affected vehicles with a more robust design. There will be no charge for this service. In the unlikely event that the vehicle owner has previously incurred costs to remedy this potential defect, Motiv will reimburse the owner for reasonable costs of that repair.



**When will replacement Power Disconnect Switch Brackets be available**

Replacement power disconnect switch brackets are expected to be available by June 13<sup>th</sup>, 2025.

**What should you do**

Contact your Motiv Customer Support Technician to schedule replacement of the power disconnect switch bracket on your vehicle. Inspections are being scheduled after June 13<sup>th</sup>, 2025.

**If you need further help**

If you have questions or concerns your Motiv Customer Support Technician cannot resolve, please reach out to Motiv Customer Service at 1-650-458-4804.

**How long will the repair take**

It is expected that the repair should be completed within two (2) hours. Additional time may be required depending on the service schedules of the Motiv Customer Support Technicians.

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please call 650-458-4804 to notify us so we can update our records.

**What should you do if you have additional questions**

If you have any questions or concerns, please contact Motiv Customer Service by calling 650-458-4804.

If you believe we have not done our best to remedy this condition, without charge or within a reasonable time, you may file a complaint with:

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

Or you may call the toll-free Vehicle Safety Hotline at:  
1-888-327-4236 (TTY: 1-800-424-9153); or to go <http://www.safercar.gov>

We apologize for the inconvenience caused by this issue. Your safety continues to be our highest priority, and we remain committed to ensuring your continued satisfaction with your Motiv vehicle.

Sincerely,

Motiv Power Systems



