



A Shyft Group Brand

603 Earthway Blvd., Bristol, IN 46507 | P: 800.582.3454
UTILIMASTER.COM

October 2020



IMPORTANT SAFETY RECALL – 20V-629

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

1F65F5KM [REDACTED]

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 a defect which relates to motor vehicle safety could exist in certain 2020 model year Walk-in vans that were completed by the Fleet Vehicle Services business unit (Utilimaster) between March 1, 2020 and September 9, 2020.

Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.

What is the defect?

If depressed to the floor of the vehicle, the throttle pedal may get trapped in the open position by the tread plate installed on the floor at the driver's pedestal which could increase the risk of a crash.

The throttle pedal could become trapped without warning.

Corrective Action:

Shyft will instructions to inspect for appropriate clearance between the throttle pedal and the treadplate. If there is not adequate clearance, service providers will need to adjust the treadplate for adequate clearance.

The inspection, and rework, will be done at no charge.

Labor Time:

Inspection of the throttle pedal clearance should only take up to 0.25 hours. Inspection and relocation should not exceed 1 hour. However, due to some service scheduling times, your service provider may need your vehicle for a longer period.

What You Should Do:

Contact Utilmaster, a brand of The Shyft Group, Inc, at DSV-ClientSupportCenter@utilmaster.com to receive parts and to locate a service center near you and to have the new label installed. Steps will be taken to ensure the replacement is performed at the nearest service center.

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 Utilmaster at 1-800-582-3454.

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 service provider has failed or is unable to remedy the defect without charge and within a reasonable time, contact Shyft at 1-800-582-3454. 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: 1-800-424-9153); 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,
Utilmaster Warranty

