



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 12, 2021

Mr. Wesley Chestnut  
Shyft Group  
41280 Bridge Street  
Novi, MI 48375

NEF-107MR  
21V-572

**Subject:** Rear Bumper May Fall Off

Dear Mr. Chestnut:

This letter serves to acknowledge Shyft Group's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

UTILIMASTER/WALK-IN VAN/2020-2021

**Mfr's Report Date:** July 27, 2021

**NHTSA Campaign Number:** 21V-572

**Components:**

STRUCTURE:BODY:BUMPERS

STRUCTURE:FRAME AND MEMBERS

**Potential Number of Units Affected:** 4,885

**Problem Description:**

Shyft Group is recalling certain 2020-2021 Utilimaster Walk-In Vans. The fasteners that attach the shock mount bracket to the underside of the vehicle frame may fail, possibly resulting in a broken shock mount bracket and bumper detachment.

**Consequence:**

The bumper could fall off when it is utilized by a person as a step, increasing their risk of injury.

**Remedy:**

The remedy is currently under development. Interim letters notifying owners of the safety risk are expected to be mailed in August 2021. A second letter will be mailed once the remedy is available. Owners may contact Shyft Group customer service at 1-800-582-3454. Shyft Group's number for this recall is 21-19.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

We have received Shyft Group's proposed owner notification letter and approved it for distribution.



Please ensure the following requirements are met:

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

AMENDED 573 REQUIRED.

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the shock mount bumper fastener. If your company manufactured the component itself, then please state so in 573.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Shyft Group's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement