

Mr. Kenneth N. Weinstein
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

RECEIVED
OCT 27 2004

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**Re: Submission of Part 573 Report; Recall of Utilimaster Aeromaster
Walk-In Delivery Vans Built on Ford Chassis**

DEFECTS INVESTIGATION

Dear Mr. Weinstein:

04V-511
(6 pages)

In accordance with 49 CFR Part 573, Utilimaster Corporation (Utilimaster) is submitting this information report involving a heel plate which was offered as an optional component to purchasers of Utilimaster Aeromaster walk-in vans, built on Ford Motor Co. (Ford) chassis, and produced between 2001 and 2004 by Utilimaster as the final stage manufacturer.

Description of Defect

On some Aeromaster bodies built by Utilimaster, the optional heel plate (treadplate/diamond plate) could limit the full movement of the accelerator pedal. While Utilimaster is not aware of any accidents, injuries or fatalities related to this condition, the Company has voluntarily determined to undertake a recall campaign, since impairment of the movement of the vehicle's accelerator pedal could interfere with throttle operation.

Identification of Vehicles Involved in Recall

Utilimaster provided the heel plate option on Aeromaster bodies built between 2001 and 2004, on 31 vehicles of customers operating in the United States. Attached (Attachment 1) is a listing of each of the five customers involved, together with the number of vehicles purchased by each. This is the total population of affected vehicles in the United States.

Additional vehicles with the optional heel plate were supplied to customers in Canada, and Utilmaster will work directly with National Highway Traffic Safety Administration to remedy the affected units there.

Percentage of Vehicles Estimated to Contain Defect

Utilmaster is unable to provide an estimate at this time.

Chronology of Events

On October 11, 2004, Utilmaster became aware of a single incident involving a stuck accelerator pedal. The operator was able to correct the situation by tapping on the accelerator, and no accident, injury or fatality resulted. After further internal review of heel plate operation, Utilmaster determined on October 18, 2004, to conduct a voluntary safety recall.

Description of Remedy

Utilmaster will provide instructions to affected owners as to the procedure for removal of the heel plate option, which will not require additional or substitute components. Utilmaster is prepared to proceed with this recall on an immediate basis following NHTSA/ODT's review of its draft customer letter, which is Attachment 2 to this letter.

Please advise the undersigned of the NHTSA recall number assigned to this campaign.

Sincerely,



DeRay Steffensen
Director, Customer Service
Utilmaster Corp.

Attachments

**Utilmaster Optional Heel Plate
(Aeromaster Bodies on Ford Chassis)
Recall Customer List**

Customer	Address	Vehicles Purchased
Kings Ford	9555 Kings Auto Mall Drive Cincinnati, OH 45249-8239	18
Provident Lease	114 East Lexington Street, 5 th Floor Baltimore, MD 21202	6
Golden State Truck Center	5925 South Alameda Street Los Angeles, CA 90001	3
PH&H Vehicle Maintenance	New Vehicle Acquisition 940 Ridgebrook Road Sparks, MD 21203	2
Ark Valley Plumbing	507 Ash Avenue P.O. Box 125 Mulvane, KS 67110	1
Richland Laundry & Dry Cleaning	1106 Harding Street Richland, WA 99352	1
Total Vehicle Population:		31

TO: Affected Owners/Purchasers

**Re: Safety Recall Notice; Utilimaster 2001-2004
Aeromaster Walk-In Vans Built on Ford Chassis**

Dear Customer:

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

Utilimaster Corporation (Utilimaster) has decided that a defect relating to motor vehicle safety exists in the above-referenced walk-in vans that Utilimaster produced and supplied to you.

While the defect may not exist in all of the campaigned vehicles, Utilimaster, as a precautionary measure, is conducting a voluntary recall of the entire population.

Description of Defect

On certain Aeromaster bodies built by Utilimaster on Ford chassis, the optional heel plate (treadplate/diamond plate) limits the full movement of the accelerator pedal. Should this condition occur, throttle operation could be impeded, and could cause a vehicle crash.

Remedy

Attached hereto are instructions for removal of the aluminum heel plate component option which you have on your vehicle(s). You will not need to install any substitute or additional parts after removal of the optional heel plate. Utilimaster will also reimburse you for the direct labor costs of 0.1 hours of labor that you incur to remove the heel plate.

Federal regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

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 Utilimaster at 1-800-237-7806.

If you believe that Utilimaster is unable to complete the necessary remedy without charge within a reasonable time, you may advise the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

Utilimaster regrets any inconvenience to you or your company as a result of this recall, but knows that you share our interest in safety and satisfactory performance of Utilimaster vehicles. We appreciate your assistance and cooperation. Please do not hesitate to contact me if you should have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'DeRay Steffensen', is written over a horizontal line.

DeRay Steffensen
Director, Customer Service
Utilimaster Corp.
Tel: 800/237-7806
Fax: 574/862-7637



Ford Heel Plate Removal Recall Campaign Directive

Introduction

SITUATION: On some Ford Aeromaster bodies built by Utilimaster, the optional heel plate (treadplate/diamond plate) limits the full movement of the accelerator pedal.

CORRECTION: If your vehicle has the 8.5" x 8.5" aluminum heel plate option, remove it. See illustrations.

AFFECTED UNITS: Ford Aeromasters with the heel plate option built between 2001 and 2004.

Tools Required

- Safety glasses
- Torx bit and driver

Reimbursement Procedure

To file a warranty claim with Utilimaster (for labor only) reference the following information:

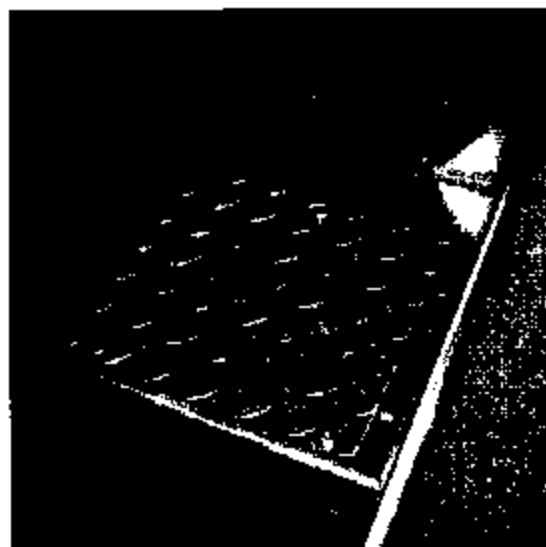
- Chassis VIN or Utilimaster Body Serial Number
- Complete shipping address
- Date the vehicle was repaired
- The service center labor rate
- Your claim (repair order) number
- Reference job code number 13-36-46-J8

Utilimaster will reimburse up to 0.1 labor hour for this procedure.

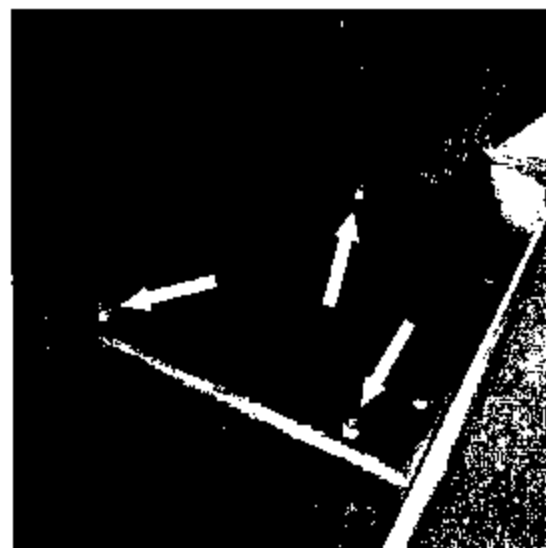
Then contact Utilimaster Customer Service by one of the following methods:

- Email the above information to Warranty@Utilimaster.com.
- Fax your claim with the above information to 574-862-7637.
- Mail or express service to the following address:
Utilimaster Corporation, Attn: Warranty Department,
65528 State Road 19, P.O. Box 585, Wakarusa, IN
46573-0585, USA.

NOTE: For more information about finding VIN and body serial numbers and filing warranty claims, see the service page of Utilimaster's web site at www.utilimaster.com.



**Step 1: Remove 8.5" x 8.5" Heel Plate
(Before)**



**Step 2: Replace Original Fasteners
(After)**