



Utilimaster Corporation
603 Earthway Blvd.
Bristol, IN 46507
800-237-7806

IMPORTANT: Safety Notice

SAFETY – RECALL – 12V-441

Date: November 1, 2012

Dear Valued Customer,

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

Utilimaster has decided that a defect relating to motor vehicle safety exists in model year 2012 Reach™ Walk-In Vans, manufactured from December 6, 2011 through August 14, 2012.

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

Defect or Noncompliance:

On certain walk in vans, under certain conditions, the adhesive used to attach the floor mat to the floor forward of the driver's seat may deteriorate allowing the floor mat to separate from the floor. Loose floor mat could interfere with the throttle pedal.

Floor mat interference with the throttle pedal could prevent the throttle pedal from retracting to its normal position for idle. While the driver could apply the brakes, stopping distance may increase due to the throttle remaining in the pressed position. This could result in a vehicle crash.

What we will do:

To correct this condition, we will remove existing floor mat and new floor mat will be installed with new adhesive and mechanical fasteners for you at NO CHARGE.

Labor Time:

The labor time required to perform the repair is estimated to be 0.5 hours. Due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Call Utilimaster at 1-800-237-7806. Steps will be taken to ensure the recall is performed at the nearest authorized service center.

Leased Vehicles:

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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 Utilimaster 1-800-237-7806.

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.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Utilimaster at 1-800-237-7806. 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 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 or noncompliance without charge

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your Utilimaster vehicle is of the utmost concern to us.

Sincerely,

Tom Layman
Warranty Manager
Utilimaster Corporation