



**Campaign Directive
Driver's Floor Mat**

NHTSA ID: 12V-441

Transport Canada ID: TC2012-301

Campaign Directive: 03103361-D001EN **Revision:** B

Situation: 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.

Corrective Action Summary: Remove existing floor mat, install new floor mat with new adhesive/sealant and mechanical fasteners.

Range of Units Affected: 2012 Reach™ walk-in vans. Contact Utilimaster Warranty Department to verify chassis VIN.

NOTE: All vehicles on dealer premises are to be serviced PRIOR to the customer taking possession.

Parts required:

23003468SK KIT DRIVER FLOOR MAT

Part Number	Description	Qty.
xxxx2264	MAT CAB FRONT FLOOR DRIVER	(1)
xxxx7227	ADHESIVE/SEALANT CARTRIDGE 310ML	(1)
xxxx7235	ADHESIVE REMOVER, AEROSOL CAN	(1)
xxxx6194	ADHESIVE PRIMER, QUART CONTAINERS	(1)
xxxx1222	RIVETS 3/16 X .250-.50	(9)
xxxx1236	PINE-TREE FASTENERS	(3)
xxxx4479	DECAL SERVICED JOB CODE	(1)
xxxx3361-D001EN	DRIVER'S FLR MAT-CAMPAIGN DIR	(1)

Supplies and Tools Required:

- Westward hand riveter model 5TUPS or equal
- Drill with F-bit (or 1/4") and #11 (or 3/16") bit
- Drill stop set to 3/4"
- Hammer with center punch
- Putty knife
- Isopropyl alcohol
- Naphtha/VM&P solvent
- Clean rags

⚠ CAUTION

Always wear safety glasses and other protective equipment (gloves, hearing protection, etc.) as appropriate to the process.

Safety and application instructions provided with sealants, adhesives, and other products should always supersede information provided by Utilimaster.

Inspection:

1. Visually inspect the floor mat by the accelerator pedal. If there are rivets securing the mat, no further action is required. If the rivets are NOT present, continue with the instructions.



Rivet locations

Procedure:

1. Use an F-bit to drill out the head of the (3) pine-tree fasteners from stepwell liner. Use a center punch to knock out the center pin and remove fasteners.



Stepwell liner pine-tree fasteners

2. Use a putty knife to remove the floor mat at the accelerator pedal and discard.

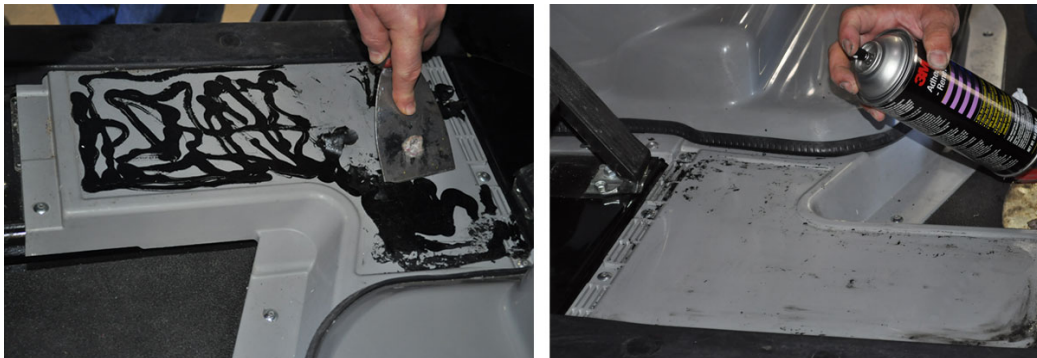


Driver's floor mat

! CAUTION

Always follow manufacturer's cautions and recommendations for protective equipment, application, and cleanup.

3. Use the putty knife and adhesive remover to clean any adhesive residue from floor.



Floor surface must be clean of all old adhesive



4. Align the replacement mat in the recessed surface on the floor and use it as a template to mark (9) holes.
5. Use a #11 bit to drill rivet holes.



Rivet locations

NOTICE

*The surface must be clean, dry, and free of grease.
Do not mix and match different manufacturers' primers and sealants.
During cure, avoid contact with alcohol and alcohol-containing solvents.*

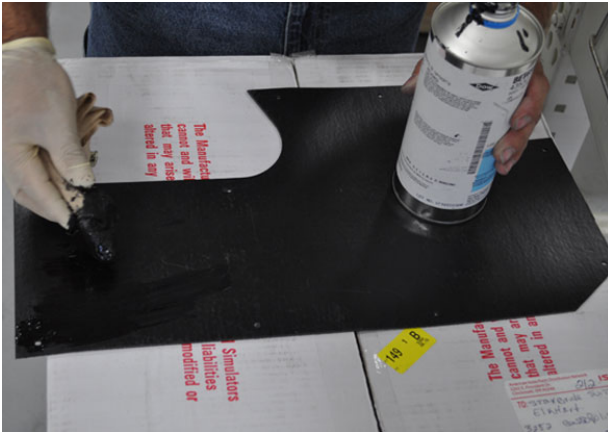
6. Wipe floor and mat with alcohol and allow to dry.



Clean floor and mat with alcohol

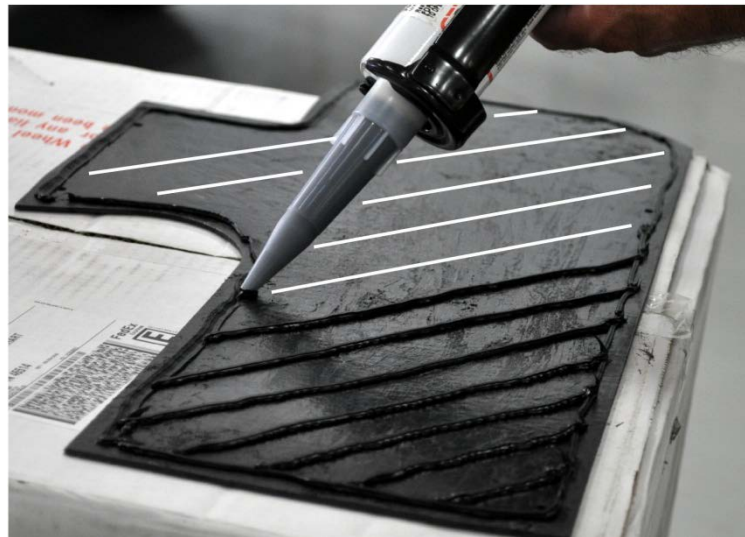


7. Apply primer to mat and floor panel. Use VM&P solvent to clean excess primer before it dries. Allow primer to cure for at least five minutes.



Primer application to mat and floor panel

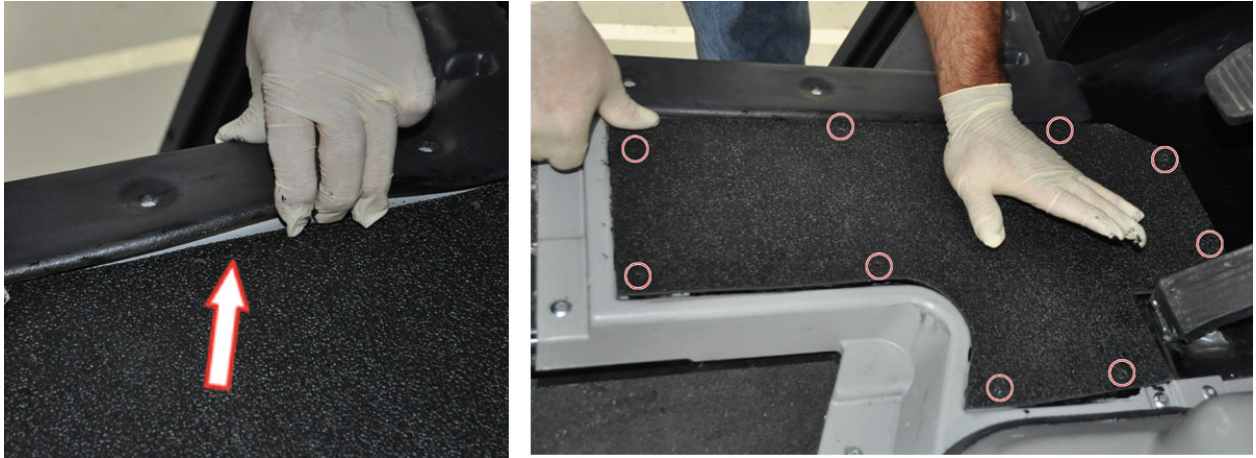
8. Apply a 1/16" to 1/8" bead of adhesive/sealant around the mat and across in rows 1-1/2" apart.



Adhesive/sealant pattern on mat

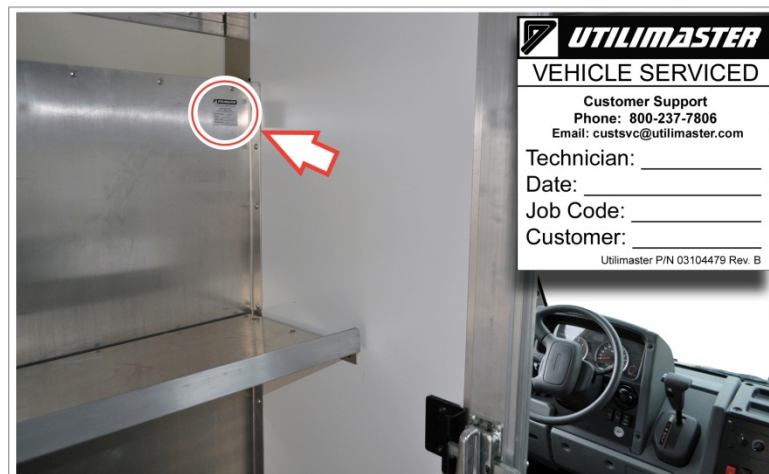
9. Fill the front (2) drilled holes beneath the pedals with adhesive/sealant.

10. Tuck mat under the stepwell liner and align with holes.



Align mat with holes

11. Use VM&P solvent to clean up excess adhesive/sealant before it dries.
12. Secure mat with 3/16" rivets.
13. Apply adhesive/sealant to all rivet heads.
14. Use a rubber mallet to install the pine-tree fasteners to secure stepwell liner.
15. Use the NHTSA ID number 12V-441 from this document to complete the SERVICED decal for the Job Code.
16. Adhere the decal to the upper right-hand corner of the driver's door pocket panel next to the bulkhead wall. Do NOT cover any previously applied decals.



SERVICED decal on driver's door pocket (cargo side)

NOTE: For more detailed information on servicing Reach™ vehicles see the Reach Body Service Manual.



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NOTE: In order to be reimbursed for labor, the repair MUST be completed, warranty claim filed, and defective parts returned within 1 year from the date of this publication.

Attention Isuzu Dealers:

There is to be NO CHARGE to the customer.

Isuzu dealers will be reimbursed through the Isuzu Communication System (ICS). Submit a "New Utilimaster Claim without Authorization Number" one time for each affected vehicle. Use the below information in order to complete the required claim information. Be sure to add the recall description into the comment field to ensure proper processing of the claim.

Labor Description	Labor Hours	Part Description	Part Number
Floor Mat Safety Recall 12V-441	0.5	Driver Floor Mat Kit	23003468SK

Contact Utilimaster for questions and technical assistance.

Email: reach@utilimaster.com

Phone: 574-848-2200

Fax: 574-848-2809

Mail or Express Service:

Utilimaster Corp.

Attn: Warranty Dept.

603 Earthway Blvd.

Bristol, Indiana 46507-9182

Labor Allowance: 0.5

Utilimaster Job Op Code: 13-G2-18-31

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