



A SPARTAN MOTORS COMPANY

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

UTILIMASTER.COM

Date: 10/17/2016

IMPORTANT SAFETY RECALL – 16V-639

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

4UZAAPDU5GCHB8637

Consolidated Edison of NY
31-01-20th Avenue
Building 137
Long Island City, NY 11105

Dear Valued Customer,

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

Spartan Motors USA, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2016 model year walk-in vans completed by the Utilimaster business unit.

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?

The reclining mechanism in the driver's seat may fail causing the seat to inadvertently recline. If the seat fails inadvertently in a crash, an increased risk of personal injury may exist. This could occur without warning.

Corrective Action:

A new non-reclining seat will be supplied at no charge.

Labor Time:

Installation of the new seat may take up to .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 to locate a service center near you. Steps will be taken to ensure the inspection 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 Utilimaster at 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.

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 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

William Keel

Client Response Manager Utilimaster

574-848-2112 O

574-320-4147 C