



A Shyft Group Brand

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

October 2021

IMPORTANT SAFETY RECALL – 21V-572

Element Fleet Management

Attn: [REDACTED]

[REDACTED]

[REDACTED]

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

[See attached VIN List]

Dear Valued Customer,

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

Utilimaster, a brand of The Shyft Group, Inc. has decided that a defect which relates to motor vehicle safety may exist in certain 2020 and 2021 Ford Transit vans that were upfit, by Utilimaster, with a shock mount bumper.

What is the Defect?

The fasteners that attached the shock mount to the underside of the vehicle frame may fail. If the fasteners fail, the shock mount bracket may fatigue and break causing the bumper to fall.

What is the Safety Risk?

If the shock mount bracket breaks, when a person utilizes the bumper for a step, the bumper could fall increasing the risk of injury.

What is the Warning?

The fasteners may break without warning.

What is the Remedy?

The fasteners that attach the shock mount to the underside of the vehicle frame will be replaced and a spacer installed. If the shock mount bracket is found to be cracked, it will also be replaced. The replacement of the fasteners, shock mount bracket and adding the spacer should only take 1 hour. This will be done at no charge.

What You Should Do:

Call Utilimaster, a Shyft Group Brand, at 1-800-582-3454 or email your company name, shipping address and the VIN of the affected unit(s) to FVSWarranty@utilimaster.com to coordinate having your vehicle inspected.

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 1-800-582-3454.

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 1-800-582-3454. 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 –

Shelley O'Bryant
Warranty Manager
Utilimaster, A Shyft Group Brand