



A Shyft Group Brand

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

June 22, 2022

IMPORTANT SAFETY RECALL – 22V-417

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

[See accompanying VIN list]

Dear Valued Customer,

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

The Shyft Group, Inc. has decided that certain 2021 and 2022 model year Utilimaster brand Walk-in Vans fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 202a, Head Restraints.

Noncompliance:

The head rest on the passenger side jump seat exceeds the maximum back set distance required by the standard.

The increased distance would not be noticeable by the passenger and could increase the risk of injury during a crash.

Corrective Action:

Spacing brackets will be installed behind the jump seat head rest to reduce the back set distance.

Labor Time:

Installation of the spacing brackets may take up to ½ hour.

What You Should Do:

Call Utilimaster at 1-800-237-7806 or email your company name, shipping address and the VIN of the affected unit(s) to FVSWarranty@utilimaster.com to coordinate having our technician(s) complete the work.

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 vehicle is of the utmost concern to us.

Sincerely,

Shelley O'Bryant
Utilimaster Customer Service Supervisor - Warranty