



A Shyft Group Brand

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

UTILIMASTER.COM

August 2023

IMPORTANT SAFETY RECALL – 23V-542

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

[REDACTED]

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 a defect which relates to motor vehicle safety exists in certain 2023 model year vehicles that were upfit by its Utilimaster brand.

What is the Defect?

The positive cable was connected to the negative battery post and the negative cable connected to the positive post rendering the circuit protection in the positive cable ineffective.

What is the Safety Risk?

In the event of an electrical short, ineffective circuit protection increases the risk of a fire.

What is the Warning?

This could increase the risk of a crash and could occur without warning.

What is the Remedy?

The battery cables will be disconnected and reconnected in the correct manner. This will be done at no charge to you. Correctly installing the battery cables is not expected to take more than one half hour although the service provider may need your vehicle for longer depending on their scheduling times.



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What You Should Do:

Call Utilimaster, a Shyft Group Brand, 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 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 1-800-237-7806.

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 –