



A Shyft Group Brand

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UTILIMASTER.COM

March 2025

IMPORTANT SAFETY RECALL

NHTSA Recall – 25V-TBA

Shyft Internal Recall No. 25-07

Dear Dealer or Service Manager:

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 2025 model year Ford eTransit vehicles that were upfit by its Utilimaster brand fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 207, Seating Systems.

The fold up jump seat mounting fasteners may have been improperly torqued.

Improperly torqued jump seat mounting fasteners may fail during a crash causing the jump seat to move which could increase the risk of occupant injury.

A jump seat mounting fastener may fail without warning.

The jump seat mounting fasteners will be inspected for proper torque and if necessary, tightened to the appropriate value. The repair may take up to 1 hour to complete. However, the service provider may need the vehicle longer due to scheduling.

The remedy will be provided at no charge.

We will contact all owners of these units that are affected by this recall. They will be directed to the appropriate dealer for repair.

IMPORTANT: Some vehicles may still be in dealer inventory. Federal law requires you to complete the recall remedy on such vehicles before delivery to the retail customer.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.
2. To obtain necessary parts and/or verify recall status, please call Utilimaster at 1-800-582-3454 or email FVSWarranty@utilimaster.com and reference 25-07.
3. Please provide current owner name, address and phone number.

COMPLETING THE WORK:

Complete the work per the service bulletin when it becomes available and we anticipate it being available 3/18/2025.

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 25-07 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the Vehicle Identification Number as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected vehicle by calling Utilimaster at 1-800-582-3454 or email FVSWarranty@utilimaster.com for verification.
2. Complete the work as instructed in the service bulletin.
3. Document the work and submit the claim as instructed under the [Documenting the Work](#) section above.

Utilimaster ASSISTANCE:

1. If you have technical questions or questions regarding warranty claims, please call Utilimaster at 1-800-582-3454 or email FVSWarranty@utilimaster.com.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,

