



A Shyft Group Brand

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UTILIMASTER.COM

May 22, 2025



IMPORTANT SAFETY RECALL – 25V-268

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



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 2022-2025 model year Aeromaster step van vehicles that were upfit by its Utilimaster brand fail to conform to Federal Motor Vehicle Safety Standard No. 207, Seating Systems.

Noncompliance:

The Magnum suspension seat mounting fasteners may have been improperly torqued.

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

A seat mounting fastener may fail without warning.

Corrective Action:

The Magnum suspension seat mounting fasteners will be inspected for proper torque and if necessary, tightened to the appropriate value or replaced with proper torque applied, free of charge.

Labor Time:

Inspection, and proper tightening, of the fasteners may take up to 1 hour. However, the service provider may need the vehicle longer due to scheduling.

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: 1-888-275-9171); 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

Utilimaster Compliance Team