



A Shyft Group Brand

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UTILIMASTER.COM

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IMPORTANT SAFETY RECALL – 25V-335

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 thru 2024 model year Velocity model step van vehicles that were built by its Utilimaster brand fail to conform to Federal Motor Vehicle Safety Standard No. 110, Tire Selection and Rims and Motor Home/Recreation Vehicle Trailer Load Carrying Capacity Information for Motor Vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or Less.

Noncompliance:

The affected vehicles are not equipped with the Tire and Information Placard required by Without the Tire and Information Placard, the user may exceed the loading capacity of the vehicle which could increase the risk of a crash.

There is no warning for a missing Tire and Information Placard.

Corrective Action:

The Tire and Information Placard will be supplied, and installed, free of charge.

Labor Time:

Installation of the placard may take 0.25 hours. 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