



A Shyft Group Brand

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[UTILIMASTER.COM](http://UTILIMASTER.COM)

August 7, 2025



## **IMPORTANT SAFETY RECALL – 25V-452**

**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 a defect which relates to motor vehicle safety exists in certain 2015-2025 model year Utilimaster Truck Body model vehicles.

### **What is the Defect?**

The affected vehicles may use a specific electric signal converter which combines, and controls, signals for the turn signal and brake lamps at the rear of the vehicle. The signal converter may fail due to it not being sealed or protected properly when exposed to the elements.

### **What is the Safety Risk?**

If the vehicle's brake lights or turn signal lamps do not illuminate during intended activation, following traffic may not observe the vehicle's reduced speed or stopping for brake lights or intended lane shift or turning for turn signals, which may increase the risk of a crash.

### **What is the Warning?**

There are no warnings or identification to the operator.

### **What is the Remedy?**

Utilimaster will offer the remedy without charge through their service network. The remedy will be to inspect the entire population for corrosion on the connection points and replace or repair as necessary. Utilimaster expects to have the repair and/or replacement materials available to the service facilitators on or by August 27, 2025. The general repair will be to make the connection point

to the signal converter sealed from water and other contaminants. The estimated repair time for each vehicle is expected to take 1-2 hours. If replacement is required, the affected signal converter will be replaced with a similar model assembled with sealed connectors. Additional time to repair the vehicle may be required for scheduling service.

**What You Should Do:**

Call Utilimaster at 800-237-7806 or email your company name, shipping address and the VIN of the affected unit(s) to [FVSWarranty@utilimaster.com](mailto: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 Customer Care Center at 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 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,

The Utilimaster Compliance Team

