A Shyft Group Brand

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

May 13, 2026

[redacted]

IMPORTANT SAFETY RECALL – 26V-284

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

See Attached VIN List

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 2025 model year Velocity model vehicles.

What is the Defect?

The optional vehicle cargo carrying capacity label provides a vehicle load value that is higher than what the vehicle is capable of carrying.

What is the Safety Risk?

If the weight of the cargo exceeds the vehicle's carrying capacity, it could exceed the capacity of the tires and increase the potential for tire blow out which may increase the risk of a vehicle crash.

What is the Warning?

There are no warnings associated with the incorrect load values.

What is the Remedy?

Utilimaster will supply new labels with the corrected value at no charge. The estimated time to apply the new labels is expected to take 0.25 hours.

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 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