

**IMPORTANT SERVICE
INFORMATION FOR:**
✓ SERVICE MANAGER
✓ SERVICE ADVISOR
✓ WARRANTY PERSONNEL

BULLETIN NUMBER:
WB12-X-001F

ISSUE DATE:
JULY 2019

GROUP:
MISCELLANEOUS

REACH VAN BODY COMPONENT & BODY STRUCTURE WARRANTY CLAIMS PROCESS

AFFECTED VEHICLES

- 2012-2018MY NPR Stripped Chassis (Reach Van)

This bulletin supersedes WB12-X-001E, which is being revised to provide new direction for Utilimaster warranty support. Please discard previous bulletin WB12-X-001E.

INFORMATION

Utilimaster Warranty Approval and Reimbursement

Effective July 15, 2019 all requests for warranty authorization and reimbursement must be communicated directly to Utilimaster. All Isuzu support for the Utilimaster warranty process in ICS will be discontinued. Please direct all inquiries for Utilimaster warranty to the below contact information.

**Utilimaster Corporation
Attn: Warranty Department
603 Earthway Boulevard
Bristol, IN 46507, U.S.A.
E-MAIL: FVSWarranty@spartanmotors.com
TEL: 1-800-237-7806 – follow prompts
FAX: 1-574-848-2809**

If your dealership has any outstanding claims for Utilimaster that should be processed through ICS, the submission must be completed no later than July 14, 2019. Any outstanding claims after this date must be directed to Utilimaster directly.