

**SPARTAN MOTORS, INC.**

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RECEIVED*By Recall Management Division at 2:24 pm, Jul 29, 2013*

July 29, 2013

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division
1200 New Jersey Avenue S.E.
Washington, DC 20590

Subject: 13V-316 Utilimaster - Defect Information Report - Amended

Dear Ms. Lewis:

On July 18, 2013, Utilimaster submitted a Defect Information Report for a defect relating to motor vehicle safety. The report has been amended to include the remaining information.

Please contact me with any questions as it relates to this matter.

Best Regards,

A handwritten signature in black ink, appearing to read "Wesley D. Chestnut".

Wesley D. Chestnut
Lead, Compliance



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**Defect Information Report – Amended
13V-316**

573.6(c)(1): Utilimaster
608 Earthway Boulevard
Bristol, IN 46507

573.6(c)(2): Walk-in vans affected by this recall are equipped with a keyless start/stop system supplied by TouchTronics, Inc. with a software version that allows for a “double swipe” condition which causes an inadvertent 60 second automatic delayed engine shut down command. Other vehicles equipped with this system are equipped with a software version that does not allow for this condition.

TouchTronics, Inc.
57315 Nagy Drive
Elkhart, IN 46517

Make	Utilimaster
Models	Reach
Model Years	2012 and 2013
Vehicle Type	Walk-In Vans
Weight Range (GVWR)	12000 lbs
VDM Range	1/11/13 – 5/10/13

Table 1

573.6(c)(3) The total number of vehicles potentially containing the defect is shown in Table 2.

Model	Model Year	Number Involved
Reach	2013	330
Total		330

Table 2

573.6(c)(4) The percentage of the vehicles produced between the dates of manufacturing shown in **Table 2** that contain the defect is unknown.

573.6(c)(5) The control module of the keyless start/stop system is subject to a “double swipe” condition that may result in an inadvertent engine shutdown. An inadvertent engine shutdown may occur without warning and result in a vehicle crash.



573.6(c)(6) **March 8, 2013** – Utilimaster receives initial complaint of engine stall. A technician was dispatched to the field to investigate the cause. The technician identifies a variation in the location of the ground location. However, Utilimaster continued to investigate the issue.

March 26, 2013 – The use of the keyless start/stop system is suspended by a certain customer while the investigation continues.

April 19, 2013 – Utilimaster has a vehicle returned to the factory for evaluation however it is learned the vehicle is not equipped with the original as built control module for the keyless start/stop system.

April 24, 2013 – Utilimaster identifies a button dwell issue.

May 1, 2013 – TouchTronics makes a software change relative to button sensitivity.

May 22, 2013 – Utilimaster and TouchTronics identify contamination in certain modules returned from the field.

June 13, 2013 through July 3, 2013 – Utilimaster conducts testing in an effort to further identify root cause of the issue. During the testing period, a double swipe condition is duplicated on a vehicle at the factory. Vibration testing of the module is performed and completed during this time.

July 11, 2013 – Utilimaster decides a defect relating to motor vehicle safety exists in the affected vehicles.

573.6(c)(8) Control modules with software changes that will not be conducive to a double swipe condition will be supplied at no charge. Customer notification is expected to begin at the end of July.