



Utilimaster Corporation
603 Earthway Blvd.
Bristol, IN 465507
800-237-7806

Reach 2012 – 2013 Vehicles

August 9, 2013

IMPORTANT: Safety Notice
SAFETY – RECALL –13V-316

Dear Valued Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Utilimaster has decided that a defect which relates to motor vehicle safety exists in certain walk-in vans modeled as Reach™ and equipped with a keyless start/stop system.

Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.

What is the defect?

The module for the keyless start/stop system is subject to a double swipe condition that could cause an inadvertent engine stall without warning. An inadvertent engine stall could result in a vehicle crash.

Corrective Action:

Software in the modules for the keyless start/stop system has been updated to cause the module to be less conducive to the double swipe condition. New modules with updated software will be supplied at no charge.

Labor Time:

Replacement of the module is expected to take **1/2 hour**. However, due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Call Utilmaster at **1-800-582-3454**. Steps will be taken to ensure the recall is performed at the nearest authorized service center.

Leased Vehicles:

The lesser 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.

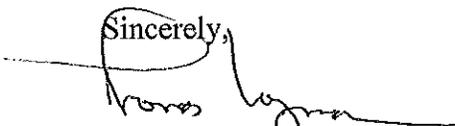
Reimbursement:

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 Utilmaster at 1-800-582-3454.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Utilmaster at 1-800-582-3454. 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: 1-800-424-9153); 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 Utilmaster vehicle is of the utmost concern to us.

Sincerely,



Thomas Layman

Warranty Manager

Utilmaster Corporation