



June 9, 2015

Utilimaster Corporation  
603 Earthway Blvd.  
Bristol, IN 46507  
800-582-3454

**IMPORTANT SAFETY RECALL 15V-249**

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

[REDACTED]

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 altered by Lippert Components, LLC.

***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 drive shaft could become disconnected without warning. This could increase the risk of a crash or property damage.

**Corrective Action:**

Fasteners that hold the drive shaft in place will be checked for proper torque. Those not found to be properly tightened will be tightened. This will be done at no charge.

**Labor Time:**

The inspection, and possible repair, is not expected to exceed **.25 hours**. However, due to some service scheduling times, your service center may need your vehicle for a longer period.

### **What You Should Do:**

**Call Utilimaster at 800-237-7806.** 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 Utilimaster at 1-800-237-7806.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Utilimaster at 1-800-237-7806. 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: 1-800-424-9153); 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 Utilimaster vehicle is of the utmost concern to us.

Sincerely,

*Thomas Layman*

**Thomas Layman**

Manager - Parts, Warranty & Product Support

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