



DRIVING INTELLIGENT VEHICLE SOLUTIONS

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

June 24, 2015



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



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 and truck bodies that are equipped with a backup camera supplied by ASA Electronics.

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?

Images from the camera may be operating as designed but has a high potential to at any time to show reversed images indicating an image on one side of the vehicle may actually be on the opposite side. An object, or person, may be on the opposite side vehicle than what is shown to the driver. This could increase the risk of personal injury or property damage and could occur without warning.

Corrective Action:

Camera will be removed and replaced at no charge.

Labor Time:

The inspection, and possible repair, is not expected to exceed .50 hour. However, due to some service scheduling times, your service center may need your vehicle for a longer period.

What You Should Do:

Please contact ASA at (800) 384-4400 to request a return authorization number to secure your free replacement rear observation camera(s)

Please call Utilimaster at (800) 237-7806 for warranty claims. Steps will be taken to ensure the recall is performed at the nearest authorized service center.

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 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,

Kevin Kotcamp

Kevin Kotcamp

Business Manager, Client Support Center

603 Earthway Boulevard, Bristol, IN 46507

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