

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

BULLETIN NUMBER:  
**WB12-X-001G**

ISSUE DATE:  
**JUNE 2020**

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-001F, which is being revised to provide a new email address for Utilimaster warranty support. Please discard previous bulletin WB12-X-001F.***

### **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@utilimaster.com](mailto:FVSWarranty@utilimaster.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.