



Reach Stepwell Brackets Service Bulletin

Customer: FedEx Express

Situation: Mount brackets may deform or crack on right-hand stepwell intermediate step.

Corrective Action Summary: Replace brackets

Range of Units Affected: 2014-2016 Reach 14' walk-ins, manufactured between March 2014 and December 2017. Contact Utilimaster Warranty Department to verify chassis VIN.

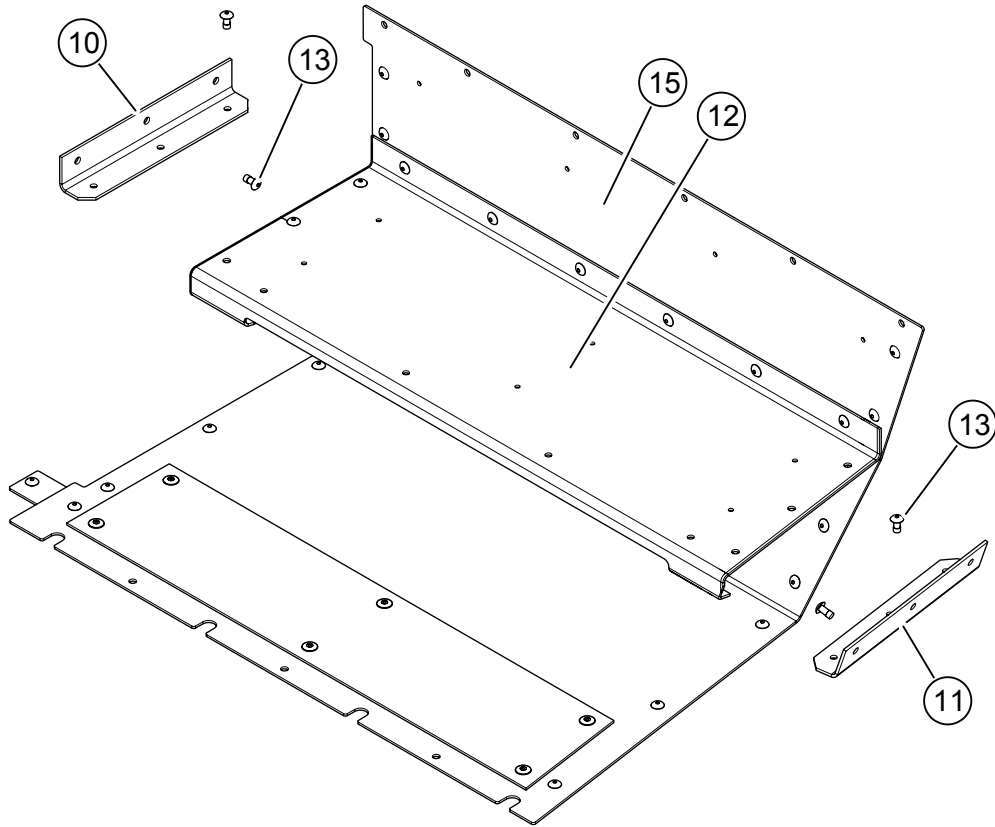
Authorized to Perform the Work:

- Customer or customer contractor
- Utilimaster or Utilimaster contractor

Tools Required:

In addition to standard shop tools this job also requires:

- Utility knife
- Drill with F or (1/4") bit
- Center punch
- Monobolter with 1/4 nose piece



Stepwell brackets overview (front and rear panels omitted for clarity)

Parts Required: KIT 23003972SK

BOM ID	Part Number	Description	Qty.
0	REFERENCE	06942871b STEPWELL ASSY RH W/ TREADS	
10	06942929	BRACKET STEP WELL REAR PS BLACK	1
11	06942928	BRACKET STEP WELL FRONT PS BLACK	1
12	REFERENCE	06939334-Y0000 STEP MID RH (SEE NOTE)	
13	11400023	MAG-L PRO 1/4 STL	12
15	REFERENCE	STEPWELL RH	
17	REFERENCE	PANEL STEPWELL FRONT RH	
NS_1	03104479	DECAL SERVICED JOB CODE	1
NS_2	03103361-B027EN	STEPWELL BRACKETS SERVICE BULLETIN	1

NOTE: A replacement mid step may be ordered separately if needed.

⚠ CAUTION

Always wear safety glasses and other proper protective equipment (gloves, hearing protection, etc.) as appropriate to the process.

Procedure:

NOTICE

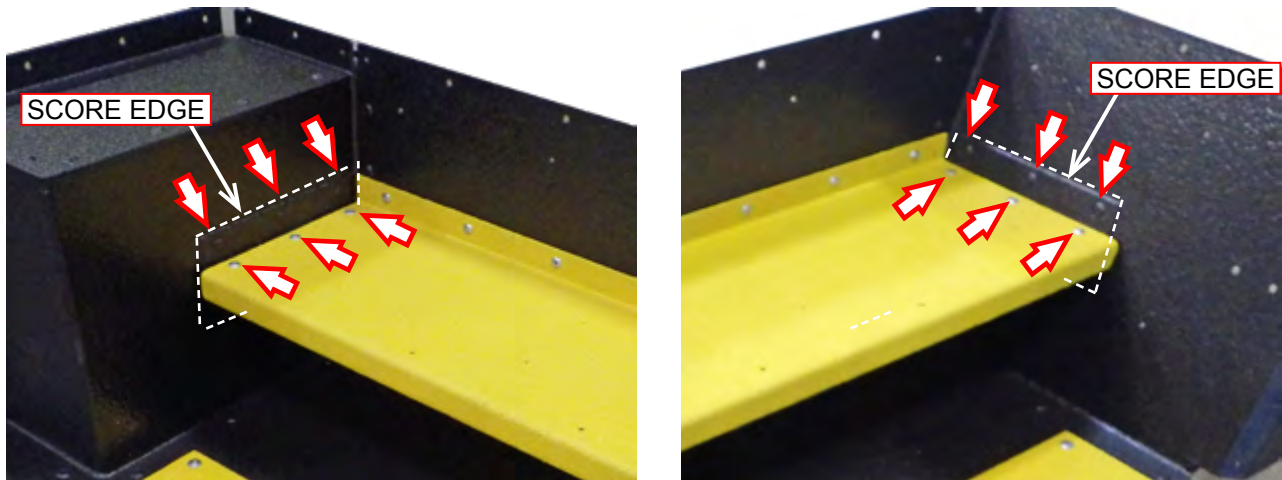
The mid step does **NOT** need to be removed to replace brackets.

1. Use a utility knife to score the coating around front and rear brackets.
2. Use a center punch to knock out the stem of (12) rivets.

NOTICE

Be very careful not to enlarge the hole while drilling off the head. If the hole does become enlarged, you will need to put a larger fastener in its place.

3. Use an F (or 1/4") bit to drill off the head of the (6) blind rivets on the mid step. Remove (6) rivets attaching the rear and front brackets to the stepwell panels.



Score bracket and remove rivets

4. Remove and discard brackets.
5. Use existing holes and 1/4" rivets to secure replacement brackets.

6. Use Job Code 13-Q6-18-19-RW from this document to complete the SERVICED decal.
7. Adhere the decal to the upper right-hand corner of the driver's door pocket panel or sidewall next to the bulkhead wall. Do NOT cover any previously applied decals.



Service decal on driver's door pocket (cargo side)

NOTE: In order to be reimbursed for labor, the repair MUST be completed and warranty claim filed within 1 year from the initial date of this publication.

File Warranty By: 11/01/2018

Contact Utilimaster to Order Parts and File Warranty

Email: FVSWarranty@spartanmotors.com

Phone: 574-848-2000

Mail or Express Service:

Fax: 574-848-2809

Utilimaster

Attn: Warranty Dept.

603 Earthway Blvd.

Bristol, IN 46507-9182, USA

Labor Allowance Up To: 0.5 hours

Job Op Code: 13-Q6-18-19-RW

Document Part Number: 03103361-B027EN

Revision: C

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