



Bristol, IN | Ephrata, PA | North Charleston, SC | Kansas City, MO | Montebello, CA | Saltillo, Coahuila de Zaragoza, MEX
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To our Valued Customers and Business Partners:

As our country, state, and our neighbors respond to the COVID-19 pandemic, the safety of our workforce remains our top priority.

Utilimaster continues to monitor state executive orders as it relates to business closure mandates. In response to the recent executive orders issued by several states, Utilimaster will temporarily suspend manufacturing production and aftermarket distribution – and with them – all non-critical support functions. Below outlines effective dates and impact to each Plant / State.

Bristol, IN (Walk-In-Vans): March 30th through April 6th, 2020

Ephrata, PA (Truck Body): March 20th, until further notice

Charlotte, MI (Truck Body): March 23rd through April 13th, 2020

N. Charleston, SC (Cargo Van Upfit): March 23rd through March 30th, 2020

Saltillo, MX (Cargo Van / Pick Up Upfit): March 30th, until further notice

Kansas City, MO (Cargo Van / Pick Up Upfit): Today and into the foreseeable future, our Kansas City Plant will continue to upfit vehicles, and be supported by office staff. We will continue to monitor this situation and provide further updates as appropriate.

During the time, our Upfit Sales / Sales Support team will have limited staff working. Please feel free to contact me directly for any questions you would otherwise direct to your dedicated Business Development Manager or Client Relations Specialist.

Please note that our ability to come back online quickly and efficiently with minimal disruptions was carefully considered as we suspended operations. As the executive order is lifted, it is our intent to return to full production capacity immediately.

For existing customers with in-service Utilimaster vehicles or upfits, Customer Support is available on a limited basis, at 1-800-582-3454.

We will continue to monitor this situation and provide further updates as appropriate. We appreciate your understanding during this difficult and unprecedented time.