



777 OAKMONT LANE, STE. 800, WESTMONT, IL 60559
 PHONE: 1-630-590-6990 • FAX: 1-630-590-6955

To: All Simplex Distributors

Subject: **Urgent Product Advisory Notice – Simplex Ratchet Jacks**

Date: February 25, 2013

It has come to our attention that there is a potential quality issue with the amount of lubrication which is present in certain Ratchet Jacks which were manufactured during the date ranges outlined below.

This quality condition can result in excess wear and tear, binding, and possible failure of the Ratchet Jack, which could result in loss of the load being lifted. **Such Ratchet Jack failure could result in potentially serious property damage and/or personal injury.** A list of the Ratchet Jack model numbers which may be affected by this quality issue ("Target Model Numbers") is outlined below.

Target Model Numbers / Date Codes (production date range falls between April 2010 – February 2013)

Target Model Numbers		Affected Ratchet Jack Date Codes									
01040	RJ22B	A1003	A1005	A1102	A1103	A1104	A1105	A1201	A1202	A1203	
01080	RJ24A	A1205	A1301	A1302	A1303	A1304	A1305	B1107	B1108	B1109	
01130	RJ84A	B1110	B1205	B1206	B1207	B1208	B1209	C1011	C1012	C1013	
1017	RJ85A	C1014	C1110	C1111	C1112	C1113	C1114	C1210	C1211	C1212	
2029	RJ86A	C1213	D1015	D1016	D1017	D1018	D1114	D1115	D1116	D1117	
22B	RJ1017	D1118	D1214	D1215	D1216	D1217	E1019	E1020	E1021	E1022	
24A	RJ2029	E1023	E1119	E1120	E1121	E1122	E1123	E1218	E1219	E1220	
320B	RJA1022	E1221	E1222	F1023	F1024	F1025	F1026	F1027	F1123	F1124	
321B	RJA1538	F1125	F1126	F1127	F1223	F1224	F1225	F1226	G1028	G1029	
A1022	84AMC	G1030	G1031	G1128	G1129	G1130	G1131	G1227	G1228	G1229	
A1029L	85AMC	G1230	G1231	H1032	H1033	H1034	H1035	H1036	H1132	H1133	
A1029R	86AMC	H1134	H1135	H1136	H1231	H1232	H1233	H1234	H1235	I1036	
A1538	A1022MC	I1037	I1038	I1039	I1040	I1136	I1137	I1138	I1139	I1140	
CR320B	1017MC	I1236	I1237	I1238	I1239	J1041	J1042	J1043	J1044	J1141	
CR321B	2029MC	J1142	J1143	J1144	J1145	J1241	J1242	J1243	J1244	K1045	
CRA1029L	22BMC	K1046	K1047	K1048	K1049	K1145	K1146	K1147	K1148	K1149	
CRA1029R	24AMC	K1245	K1246	K1247	K1248	L1049	L1050	L1051	L1052	L1053	
		L1149	L1150	L1151	L1152	L1153	L1249	L1250	L1251	L1252	

In the interest of safety, and to assure the highest possible quality standards, Simplex is asking you to **immediately take the following measures:**

Part 1: Distributor Stock Inspection / Lubrication Procedure:

Issue a "stop sale" on all inventories with any of the Target Model Numbers until they have passed the inspection guidelines per this Product Advisory. Locate the date code, which is printed on each unit's box and/or jack to determine which units, if any, fall within the production date range. If the date code falls within the outlined range, the unit should be quarantined until such time that you can perform the lubrication procedures attached to this Product Advisory. Once the proper lubrication procedures have been performed and the unit is functioning per the product guidelines, the unit can be returned to stock and made available for immediate distribution. If the date code does not fall within the outlined range, then the unit can be returned to stock and made available for immediate distribution. Units which have already been inspected by Simplex and/or re-lubricated by Simplex, will have a green dot on the box label, near the date code. If you have units with a green dot, these units do not require any further action on your part.





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Part 2: Contacting Your Customers:

Concurrent with the inspection of your inventory, immediately contact all customers to whom you have sold any of the Target Ratchet Jack Model Numbers between April 2010 and February 2013 to alert them of this Product Advisory. To assist you in contacting your customers, we have created a Customer Product Advisory in the form of a postcard.

The postcards direct your customers how to respond to this Product Advisory and also remind them that all Ratchet Jacks should be inspected before each use and immediately removed from service if any parts appear worn, bent, rusted or otherwise damaged. Proper maintenance and lubrication procedures are outlined in the Ratchet Jack Operational Manual, document # 87091, revision B. A current copy of the Operation Manual, as well as step-by-step lubrication instructions can be downloaded off the web at www.tksimplex.com/mechanical_field_advisory.pdf.

To assist you in contacting your customers about this Product Advisory, you have two options:

1). Simplex Performs the Product Advisory Mailing:

- You will provide the Simplex Customer Service Department a list of customer addresses in a Microsoft Office EXCEL® format. Upon receipt, Simplex will mail the Product Advisory Postcard to your customers. This list will be held confidential and will not be used for any other purposes. Email your customer list to info@tksimplex.com.

2). Distributor Performs the Product Advisory Mailing:

- Contact Simplex Customer Service by phone (Inside U.S. 1-800-323-9114, Outside U.S. 1-630-590-6990) or email (info@tksimplex.com), and request the quantity of Product Advisory Prepaid Postcards required. Once received, you are responsible for affixing the customer address labels and mailing them to your customers.

We want to thank all of you in advance for your help in ensuring that Simplex customers continue to receive the high quality products they have grown to expect.

If you have any additional questions regarding this Product Advisory, please feel free to contact Simplex Customer Service by phone (Inside U.S. 1-800-323-9114, Outside U.S. 1-630-590-6990) or email (info@tksimplex.com).

Our "Global Limited Lifetime Warranty" coverage will not be affected.

Sincerely,

Aaron Sztuk
Marketing Leader

Arnold Decker
Chief Engineer

Chris David
Quality Leader



777 Oakmont Lane, Ste. 800
Westmont, IL 60559

THIS IS A SAMPLE OF THE POSTCARD THAT YOUR CUSTOMERS WILL RECEIVE

PLEASE REFER TO “**PART 2: CONTACTING YOUR CUSTOMERS**” IN THE DISTRIBUTOR LETTER FOR INFORMATION ON HOW TO ORDER THIS POSTCARD FROM OUR CUSTOMER SERVICE DEPARTMENT.



URGENT PRODUCT ADVISORY: SIMPLEX RATCHET JACKS

Product Advisory Model Numbers and Date Codes Provided

Contact Simplex Customer Service by phone (Inside U.S. 1-800-323-9114, Outside U.S. 1-630-590-6990, Fax 1-630-590-6955) or email (info@tksimplex.com) to answer any specific questions about this Product Advisory.

www.tksimplex.com

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