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Dear Valued Customer:

Thern recently became aware of a possible manufacturing defect in our stainless-steel wire rope assemblies. You are receiving this notice because our records indicate that your company purchased one or more units during the time period when suspect material was manufactured. Attached is a list that provides you with your purchase order along with the wire rope part number delivered.

The affected wire rope assemblies were found to have an incorrectly crimped ferrule, allowing the wire rope to pull through the hook end ferrule. Thousands of wire rope assemblies were manufactured and shipped during this time period, with three reported failures. We are encouraging our customers and their end users to inspect stainless steel wire ropes manufactured during this period out of an abundance of caution.

Also attached you will find visual aids to assist you in identifying a properly crimped ferrule, one that was not crimped properly and one that is not crimped. You will also find more detailed instructions for inspecting the wire rope should you believe it was improperly crimped. Should you find a wire rope that is suspect, please take it out of service immediately and contact Mike Waldherr, Thern's Parts and Service Specialist at MWaldherr@Thern.com or 507-474-0226 for further instructions.

We apologize for this inconvenience and want to assure you that Thern is committed to ensuring the safety of its customers and security of their equipment regardless of how minimal the risk. Please take a moment to check your stock and encourage your customers to check any suspect wire rope assemblies.

Best Regards,

A handwritten signature in blue ink, appearing to read "J. Lund", is positioned above the printed name.

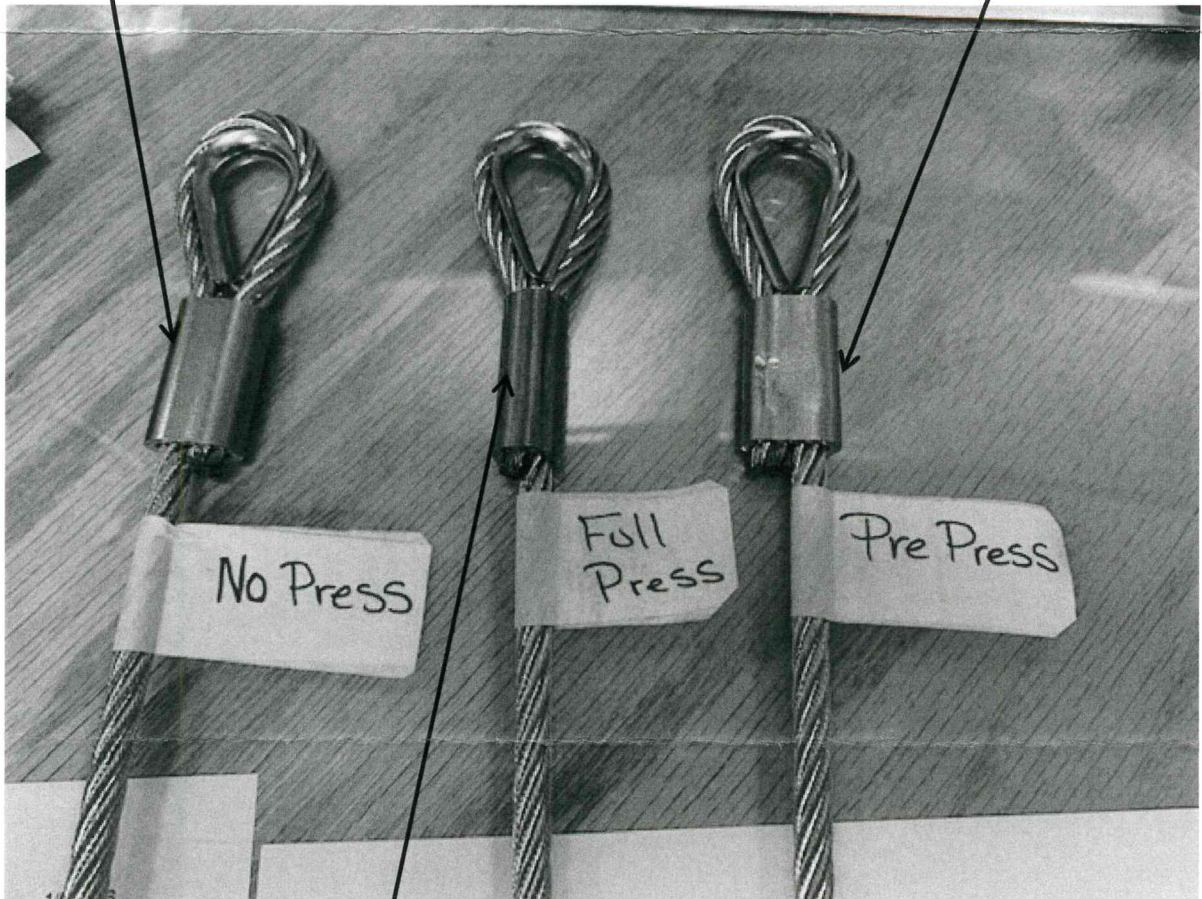
John Lund
Vice President, Sales and Marketing

Stainless wire rope ferrule visual inspection procedure

1. Clean the ferrule end of the wire rope.
2. Visually compare the wire rope ferrule with the 3 possible conditions in the illustration below.

Incorrectly crimped ferrule.
Not crimped.
Oval or rectangular in shape
around its circumference.

Incorrectly crimped ferrule.
Partially crimped.
Oval or rectangular in shape
around its circumference.



Correctly crimped ferrule.
Fully crimped.
Circular in shape around its
circumference.

3. Remove the wire rope assembly from service and **contact Thern** if the ferrule visually looks like the representation of either of these two incorrectly crimped conditions.

a. No Press

or

b. Pre Press

The ferrule will have a distinctive oval or rectangular shape around its circumference.

4. A wire rope assembly will have a correctly crimped ferrule if it visually looks like the representation of the correctly crimped condition.

a. Full Press.

The ferrule will be circular in shape around its circumference. **You do not need to contact Thern..**