

WERNERCOTM

WORK SAFETY + SECURITY

October 13, 2021

Dear Valued Customer,

This letter is to inform you of a voluntary product inspection of all WEATHER GUARD[®] -03 series saddle boxes. We have learned that some boxes will not unlock after coding the lock due to interference between the latch rod and lock cam. If the box has the issue, the truck box owner would know immediately upon unlocking the box for the first time. This is not an issue that presents itself over time.

Out of an abundance of caution, we are voluntarily inspecting all -03 saddle boxes in the marketplace. This is not a safety issue but, given the brand promise of WEATHER GUARD, we want to ensure every customer experience is up to the standards we have set and that will require inspection of the boxes that have been sold.

Effective immediately, all product produced in our manufacturing facility and shipping from distribution centers meets our standards.

Affected Products:

WEATHER GUARD -03 series saddle boxes that need to be inspected can be found here: [Affected Product List](#)

Return Process:

To ensure the user has a good experience with our boxes, we are asking you to stop sale of current inventory and begin the process of pulling inventory from store/distributor shelves and isolating it for inspection. Your WernerCo representative will be your key point of contact to facilitate the next steps in this process.

Replenishment of Inventory:

WernerCo is working as quickly as possible to replenish inventory on the -03 Saddle boxes. If you were issued an RMA, a new PO must be placed to replace your inventory.

FAQs:

For more information, a list of Frequently Asked Questions can be found here: [FAQs](#)

WernerCo's top priority is the quality of all products it manufactures, distributes, and sells. We value your business and appreciate your cooperation. In the interim, please contact your WernerCo representative with any additional questions.

Sincerely,



Angie Sheehan
President, North America

WERNERCO PROPRIETARY AND CONFIDENTIAL INFORMATION



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Instructions

1KEY ULTRALOCK 7011R Code-able Lock Distributor Kit



PRODUCT: Weather Guard Truck — 1KEY ULTRALOCK 7011R—Code-able Lock Distributor Kit

These are instructions to conduct the inspection and rework (if needed) at your facility. Click on the QR code above for an easy step-by-step video.

Materials Required

1. Kit part #7011R to complete rework
2. Standard flat head screw driver.

Step 1 :

Remove truck box from carton and set aside to repackage after inspection. Open truck box.

Step 2:

Remove the lock cover and set aside

Step 3:

Use the provided gauge to check both locks to verify if replacement is needed.

- A. If gauge provided is able to fit between the rod and the cam, then your product is good, **skip to Step 7**
- B. If the gauge that we provided doesn't fit, you will need to replace the lock with the locks provided in the 7011R Distributor Kit, **proceed to Step 4**
- C. This should be done for both locks.

Step 4 (Steps 4-6 only needed if lock fails inspection in Step 3):

With a flat head screw driver, remove retaining clip that holds the lock in place and place clip off to the side

Step 5:

Remove lock and discard removed lock

Step 6:

Insert new lock from kit and reinstall retaining clip that holds lock in place.

Step 7:

Push button on lock to make sure lock is installed and functioning properly

Step 8:

Replace the lock cover and tighten down for final assembly.

Step 9:

Repeat steps 3-8 for lock on other side of box (both locks must be inspected)

Step 9:

Check the functionality of both sides by opening and closing the box from both sides before packing

Step 10:

Repack truck box back in its original carton and packaging

Call WernerCo at 888-523-3370 with any questions. Thank you for your business.

**VOLUNTARY PRODUCT INSPECTION
WEATHER GUARD -03 SADDLE BOXES**

List of Affected Products

Item No	Item Desc
127-52-03	SADDLE BOX - ALUMINUM
117-5-03	SADDLE BOX - ALUMINUM
117-0-03	SADDLE BOX - ALUMINUM
127-0-03	SADDLE BOX - ALUMINUM
127-5-03	SADDLE BOX - ALUMINUM
121-52-03	FULL SIZE LO PROFILE ALUMINUM
126-3-03	SADDLE BOX
121-5-03	FULL SIZE LO PROFILE ALUMINUM
121-0-03	FULL SIZE LO PROFILE ALUMINUM
126-5-03	SADDLE BOX
117-52-03	SADDLE BOX - ALUMINUM
116-3-03	SADDLE BOX
120-3-03	FULL SIZE LO PROFILE SADDLE ST
127-6-03	SADDLE BOX- ALUMINUM
131-0-03	COMPACT LO PROFILE ALUMINUM
116-5-03	SADDLE BOX
123-0-03	FULL SIZE EXTRA DEEP
123-5-03	FULL SIZE EXTRA DEEP
128-5-03	FULL SIZE EXTRA DEEP STEEL
120-5-03	FULL SIZE LO PROFILE SADDLE ST
117-6-03	SADDLE BOX- ALUMINUM
121-6-03	FULL SIZE LO PROFILE ALUMINUM
131-5-03	COMPACT LO PROFILE ALUMINUM
137-5-03	COMPACT DEEP
123-52-03	FULL SIZE EXTRA DEEP
128-3-03	FULL SIZE EXTRA DEEP STEEL
131-52-03	COMPACT LO PROFILE ALUMINUM
137-0-03	COMPACT DEEP
123-6-03	FULL SIZE EXTRA DEEP
154-0-03	COMPACT STANDARD
156-3-03	COMPACT STANDARD STEEL
154-5-03	COMPACT STANDARD
131-6-03	COMPACT LO PROFILE ALUMINUM
137-52-03	COMPACT DEEP
137-6-03	COMPACT DEEP
154-52-03	COMPACT STANDARD
154-6-03	COMPACT STANDARD
156-5-03	COMPACT STANDARD STEEL