

SERVICE BULLETIN

UTILITY TRAILER MANUFACTURING CO.



SB-12-016

Issue date: February 2, 2017

Waltco WDV Check Valve Campaign

Scope: Waltco has identified a potential defect associated with the Check Valve located in the power unit valve body causing the platform to potentially open if not stored inside the travel locks. The Check Valve is designed to hold the platform closed when the truck is parked and the platform is not stored inside the travel locks.

Affected: WDV series liftgates manufactured between March 14, 2016 - September 19, 2016.

Verification: Waltco has provided a spreadsheet of the affected liftgate serial numbers which has been saved on www.UTM.com under the Field Service tab inside the Warranty Information folder. Once in the folder, you can search by, "Waltco WDV Check Valve" in the Description field. If you suspect one of your customers to be affected please contact and obtain the liftgate serial number.

File a claim: If a customer is experiencing the issue with the Check Valve, please contact Waltco Parts Department at (800) 411-5685 or email parts@waltco.com. Waltco has agreed to send out a replacement Check Valve Kit and cover .50 hour labor. Email your labor invoice for reimbursement to jason.rohn@hiab.com

Any other questions regarding this service bulletin should be directed to Waltco at 800-211-3074.

Field Service Department
UTILITY TRAILER MANUFACTURING COMPANY

Utility hasn't independently evaluated the information contained in the attached Service Bulletin; it is making the bulletin available as a convenience and for information purposes. You are encouraged to contact Waltco at (800) 211-3074 if you have any questions concerning the content of the document, or how these issues affect trailers you are servicing.

Waltco Lift Corp

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Date: January 24, 2017

WDV Check Valve Campaign

Waltco is dedicated to always providing outstanding quality and customer service and as a part of Waltco's standard processes we have identified a potential defect associated with the Check Valve located in the power unit valve body. The concern is isolated to WDV series lift gates that were manufactured between March 14, 2016 thru September 19, 2016.

We have provided a list of orders, serial numbers, invoice and purchase order numbers of the products you have purchased from us during that period. We recognize that the distribution of these products may go through several companies before getting to the end user. We are asking for your support to help us identify and communicate with the company to whom you delivered the product. If you prefer we will contact the company and provide appropriate notification and prescribed remedial measures or we can work directly with your company towards those ends.

Explanation of Issue: Proper operation of the liftgate calls for the platform to be stored in the transit locks when not being used. The Check Valve is designed to hold the platform closed when the truck is parked and the platform is not stored inside the travel locks. The potential exists for the platform to open when the truck is parked without the platform stored in the transit locks.

Potential Risk: Platform may slowly open if not stored inside the travel locks.

Required Action for Users: If you are experiencing the issue described above, please contact the Waltco Parts Department (800.411.5685 parts@waltco.com) immediately to make arrangements to have a replacement Check Valve Kit, **Waltco Part# 80001481** (kit includes replacement valve and installation instructions), sent to a local distributor for replacement.

Remedial measures: Waltco has set up a team of individuals that will contact and make arrangements to have the Check Valve replaced. The replacement cost, freight and labor (1/2 hour), will be covered by Waltco.

Email 1/2 labor invoice for reimbursement to: jason.rohn@hiab.com

We sincerely regret any inconvenience this Campaign may cause, but we are certain you understand our interest in your continued satisfaction with your Waltco Liftgate.