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July 29, 2011

**END USER NOTIFICATION**

**RE: COLUMBUS MCKINNON**

**HURRICANE 360A 1/2 TO 10 TON HAND CHAIN HOISTS**

Dear Customer,

We have discovered a problem with the pawl and ratchet disk bushing material in Hurricane 360A 1/2 - 10 Ton hoists. This condition may allow the pawl and ratchet disk bushing to wear out prematurely in the hoist. The hoists listed below must be returned for a pawl and ratchet disk bushing retrofit.

**Continued use of a unit in this condition may result in a serious personal injury or property damage.**

**To avoid personal injury or property damage:**

- Immediately remove all units with the model numbers:  
5623A, 5624A, 5625A, 5632A, 5651A, 5626A, 5627A, 5628A, 5633A, 5653A, 5629A, 5630A, 5631A, 5634A, 5635A, 5636A, 5637A, 5638A, 5639A, 5640A, 5641A, 5642A, 5643A, 5644A, 5645A, 5646A from service.
- Contact the Customer Warranty Specialist at Wadesboro (716) 689 – 5475 for a RG to return all units with those model numbers to an approved Warranty Repair Station for the retrofit.
- Expect a 4 – 5 week turnaround for the retrofit.
- Future shipments through 10/31/11 will have a green ok stamp or dot on the container indicating that they have been retrofitted.

We apologize for any difficulties that this may have caused and remain committed to providing you with the best hoist products and customer service in the industry.

With best regards,

A handwritten signature in cursive script that reads 'Ronald E. Kountz'.

Ronald E. Kountz  
Quality Assurance Manager  
Columbus McKinnon  
Wadesboro, NC