



April 19, 2012

Product Safety Campaign

Immediate Action Required

To Our Valued Customers:

We are notifying you of a safety campaign on product that you purchased from SPX and ultimately sold to your customers. While there have been no reported injuries to date, it is critical that we reach out to you and your customers to ensure the safety of all involved. It is important that you take the actions stated below as there is the potential for a user of a defective product to be seriously injured should the product fail to operate as intended.

Products affected include: 5019A Low Lift Transmission Jack
 1773C 6 T Jack Stands, pr.

See safety bulletins for further information on this safety campaign.

There are several critical paths that we will be using to communicate the safety campaign to owners of the product involved. To properly disseminate this campaign, we are taking the following actions, some of which will require your assistance.

- ✓ Campaign notices posted on SPX Website OTCTOOLS.COM
- ✓ Full action plan including one-on-one customer contact
- ✓ Utilization of Repair Track for ease of product return, if applicable
- ✓ Use of SPX Technical Support Line for Service Center repairs
- ✓ Orchestrated customer-contact campaign

We need your assistance in reaching out to your customers. Below are the areas that we will require your assistance:

- Provide to SPX a listing of your customers who purchased the product along with their address, phone number and e-mail address for personalized customer contact
- Post safety campaign notices on your website
- Include safety campaign notices in your fliers
- Post safety campaign notices at locations you identify

A dedicated Customer Support Associate will contact you to review the campaign and to provide further assistance on the information we need from you to ensure proper communication of this information to your customers. If you prefer to contact your customers, without SPX assistance, you may indicate that when SPX contacts you.