

Date: September 25, 2026
Update Number: P2026-17
Subject: LA400 and LA412 Actuator Arm Resolution
Product Affected: See table below for specific models and affected date codes

Overview:

Following-up Product Bulletin P2026-16 issued on 9/21/2026 (refer to FAQ's section for a reference), LiftMaster has identified a resolution outlined in the document below. This would address the unexpected error code 32 or 33 observed with LA400 and LA412 actuator arms after install on the subset of units within the date codes listed below.

Impacted Models & Date Codes:

Model	Start Date Code (First 2-digits)	End Date Code
LA400DC	Week 23 / (June 1, 2026)	Week 38 / (September 18, 2026)
LA400DCS	Week 23 / (June 1, 2026)	Week 38 / (September 18, 2026)
LA400PKGULMC	Week 23 / (June 1, 2026)	Week 38 / (September 18, 2026)
LA412DC	Week 23 / (June 1, 2026)	Week 38 / (September 18, 2026)
LA412DCS	Week 23 / (June 1, 2026)	Week 38 / (September 18, 2026)
LA412PKGULMC	Week 23 / (June 1, 2026)	Week 38 / (September 18, 2026)

Please Note: The impacted units show obvious symptoms right after limit setting during install, as outlined in the product bulletin: P2026-16. A fix is **not** necessary on installations that are performing satisfactorily.

The issue originated due to a performance variability observed in one of the subcomponents of the arm assembly. The fix outlined below provides additional performance margin to address this variability. New production starting Week 39 (September 19, 2026 and later) will have this corrected within the arm assembly and no further action would be necessary. The currently impacted units, identified above, will require an external harness attached to one of the leads on the arm harness (described later in this document).

The sections below outlines the resolution steps involved for:

- Impacted units already installed in the field
- Impacted units in distributor/dealer inventory
- Impacted units in LiftMaster inventory
- New units produced after the impact window

Impacted units already installed in the field

LiftMaster will provide the LA400/LA412 Wire Harness Jumper Kit (P/N 004-0078-000) for all affected linear actuator arms that are commissioned and displaying error 32/33 code.

This process should only be undertaken by a professional gate operator installer on installations. Please take all the necessary precautions before starting the update process. Instructions will also be provided with the LA400/LA412 Wire Harness Jumper Kit as well.

- Confirm that the unit is within the impacted window (**See FAQ**).
- Disconnect power from the operator.
- Remove the cable connector from the control board
- Remove the brown wire from the connector (**FIGURE 1**)
- Take the brown wire from the main linear actuator arm harness and insert it into the connector on the LA400/LA412 Wire Harness Jumper Kit harness (**FIGURE 2**). Note that the field wire harness has two labels – “BR” is on the connector end to connect the brown wire from linear actuator main wire harness. The “BOARD” label is on end to connect to main control board connector actuator input.
- Tighten the screw on the connector and gently tug the connection to confirm it is secure.
- Insert the opposite end of the LA400/LA412 Wire Harness Jumper Kit into the brown wire position on the connector.
- Tighten the connector's screw terminal to secure the wire.

9. Reattach the connector to the control board. (**FIGURE 3**)
10. Restore power to the operator.
11. Reset the limits and test the unit.
12. Add the supplied green label to the operator, next to the UL label on the arm. This identifies that this operator has been updated. (**FIGURE 4**)

Note: If a secondary arm is present, repeat this procedure for the Gate 2 connector.

FIGURE 1 - Remove the brown connector from the main linear actuator arm connector affected units

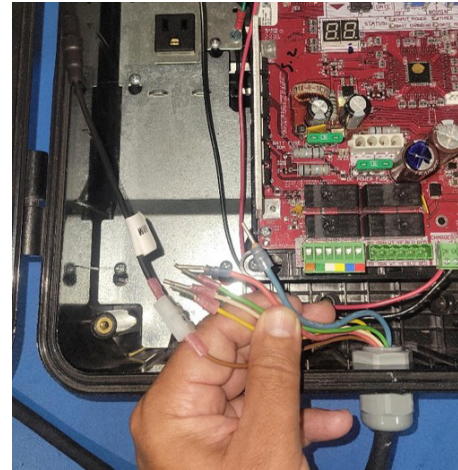
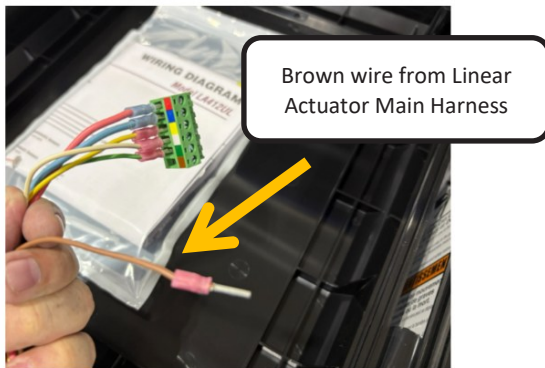


FIGURE 2 - Connect the brown wire to the LA400/LA412 Wire Harness Jumper connector and tighten screw. The label "ARM" is the end that connects to Linear Actuator Main Wire Harness

LA400/LA412 Wire Harness Jumper with label "Board" is connected to Actuator Arm Harness

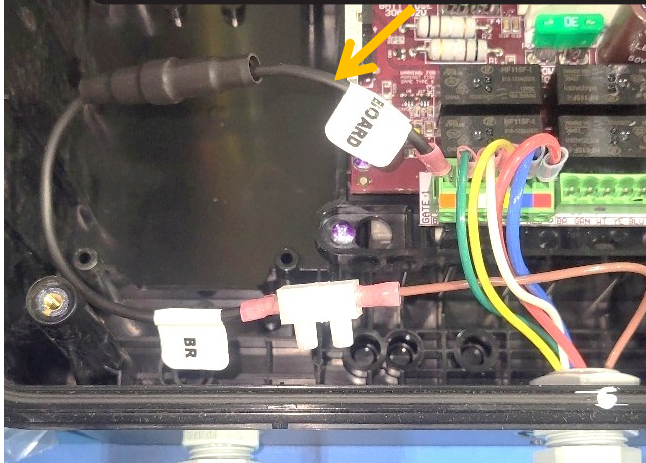


FIGURE 3 Reconnect the main Actuator harness to the main control board



FIGURE 4 - Green Dot on arm, next to UL Label

Impacted units in distributor/dealer inventory

LiftMaster will provide a LA400/LA412 Wire Harness Jumper Kit (P/N 004-0078-000) for distributor/dealer inventory that has not been commissioned. Instructions are included in the kit and are similar to the field fix described above.

It is recommended that the kit be taped to the actuator arm, to ensure that the installer is aware of the “LA400/412 Wire Harness Jumper Kit” for those affected actuator arms. After packing the kit in, it is recommended that one of the Green Dot stickers, included in the kit, is applied to the product packaging next to the date code to identify the packages that have been packed with the kit (**Figure 5**). The other sticker should be left in the kit to update the arm after the field fix is applied by the installer per instructions in the kit.

Note: Installation of the kit must occur during installation process, as the white connector will not pass through the bushing/opening in the control box

Impacted units in LiftMaster inventory:

LiftMaster will pack the required LA400/LA412 Wire Harness Jumper Kit (P/N 004-0078-000), in the packages of the impacted product before shipping. These packages will be marked with a “Green Dot” sticker on the packaging for easy identification (**FIGURE 5**).

The installer should follow instructions included in the kit and are similar to the field fix described above.



FIGURE 5 – Green dot on the packaging representing a packed-in LA400/LA412 Wire Harness Jumper Kit (P/N 004-0078-000),

New units produced after the impact window

All new units manufactured after the impacted date code i.e. Week 39 / September 19th, 2026, onwards **will not** require any additional updates in the field.

LiftMaster will apply a “Blue Dot” sticker to the packaging and to the bottom of the arm assembly next to the UL Label to easily identify these units for a period of 12 months (**FIGURE 6**). The Blue stickers are expected to phase out starting October 3rd, 2027 / Week 40 in 2027.



FIGURE 6 – Blue dot next to UL label on Linear Actuator Arm on units not requiring the field fix

Support & Resources:

- Please refer to this [FAQ document](#) for common questions you may have.
- Please reference bulletin [P2026-16](#) for the initial product communication.
- A product update webpage is available for information specific to these products. Please check [this webpage](#) regularly for the most up to date information.

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