

Subject: LA400 and LA412 Actuator Arm Resolution

Q1: Does this affect LA500 Series Product:

Answer: No, only LA400 and LA412 Series products are impacted.

Q2: How do I know if the product I have or purchased is affected by this issue

Answer: Refer to the list of product date codes above to assess if the unit could be impacted. If it is not yet installed, then the field fix described in this product bulletin is recommended. If the unit is already installed and operating satisfactorily, then no fix is required.

Q3: How do I know if the actuator arm has been updated?

Answer: Steps to identify are as follows:

Product still in package:

Date Code outside impacted range or Blue Dot: No action required

Date Code within impacted range + Green Dot on the package: Field Kit included in the package; apply fix during install

Date Code within impacted range + no Green/Blue Dot: Apply fix with LA400/LA412 Wire Harness Jumper Kit (P/N 004-0078-000)

Product in the field:

- No symptoms i.e. no unexpected error code 32/33 and the gate operates normally: No issue, no action needed.
- Blue Dot next to the UL label on the arm: No action needed
- Green Dot next to the UL label on the arm: Field fix should already have been applied but physically confirm, if needed

Q4: What if the LA400/LA412 Wire Harness Jumper Kit (P/N 004-0078-000) is applied to an unimpacted LA400/412 unit?

Answer: While not required, adding the LA400/LA412 Wire Harness Jumper Kit (P/N 004-0078-000) to an unimpacted LA400 or LA412 unit will not cause any harm.

Q5: How to determine the date code on the operator?

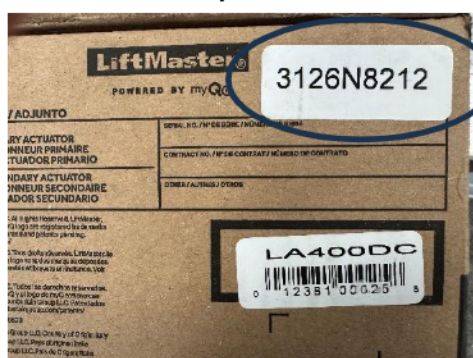
Answer: Refer to outline below

How to determine Date Code on Linear Actuator Arms and Linear Actuator Arm / Control Box Shipments:**Date Code Interpretation – Actuator Arm****How to Identify:**

Linear Actuator Arm Label provides Serial Number with Date Code and Date of manufacturing.

Option 1: SER. # – the first two digits is the calendar week. In this example, “26” is the calendar week and this arm falls within the affected range (Week 23-38)

Option 2: Date – Calendar Date. In this example, Date is June 25th 2026, which is within the affected range (June 1, 2026 – Sept 18, 2026)

Date Code Interpretation – Actuator Arm Packaging**How to Identify:**

Linear Actuator Arm Packaging provides Serial Number with Date Code

Serial Number – the first two digits is the calendar week. In this example, “31” is the calendar week and this arm falls within the affected range (week 23-38)

Date Code Interpretation – Kit (“PKG”) Packaging**How to Identify:**

LA400PKGULMC and LA412PKGULMC has label on packaging to provide Serial Number Data

Serial Number – the first two digits is the calendar week. In this example, “37” is the calendar week and this arm falls within the affected range (Week 23-38)

Q6: What is the experience with affected LA400 and LA412 Actuator Arms from Product Bulletin P2026-16 issued on 9/21/2026?

Answer: You can reference [Product Bulletin P2026-16 here](#). Or review the overview below.

Overview:

LiftMaster is currently tracking a quality issue affecting a subset of LA400 and LA412 actuator arms produced between the dates mentioned in the table below.

The affected arms remain operational at suboptimal speeds. These units will cause the main board to show error code 32 (primary) and/or error code 33 (secondary, when applicable). The issue can be seen at the time of install. To check if your install is affected, you can follow the steps below:

- (A) Learn limits and cycle the operator
- (B) Wait one minute
- (C) Cycle the operator

On affected units, error code 32/33 should appear on the main board and the arm(s) will start at a slow pace akin to limit learn pace and may resume normal speed after several seconds. Until fixed, this will remain the experience of the user.

LA500 series linear actuator arms are **not affected** and may be used as an alternate solution, where applicable.

The date codes listed above can be confirmed by visually inspecting the shipping packaging and/or the product label on the actuator arm itself. See below for a description on how to identify the date codes.

Recommended Actions: Hold sales and installation of the affected LA400 and LA412 actuator arms, as well as the packages containing these arms and segregate inventory.

Thank you for your continued support of LiftMaster. If you have any questions regarding the information above, please contact your LiftMaster Sales Representative.

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