SERVICE MANUAL
for LatchMatic® and LatchMatic® Smart Shield™
Unlock
- Anytime HotFob enters SmartShield Zone
- Press HotFob Unlock button
- Audible Confirmation: Double Chirp

Lock ONLY - Any Door Open
- Press HotFob Lock button - Doors Lock
- NO Audible Confirmation

Lock and Arm
- Anytime HotFob exits SmartShield Zone AND all doors are closed (5-seconds)
- Press HotFob Lock button (All doors closed)
- Audible Confirmation: Single Chirp

No Lock
- Anytime HotFob exits SmartShield Zone AND door open
- HotFob exits SmartShield Zone and extra Fob detected in zone
- Audible Confirmation: None

SmartShield OFF (Manual)
- Press AND Hold Lock & Unlock buttons on FOB for 3-seconds
- Audible Confirmation: 10 Chirps

SmartShield ON (Automatic)
- Press AND Hold Lock & Unlock buttons on FOB for 3-seconds
- Audible Confirmation: 10 Chirps

Eddy Field
- HotFob detected in Eddy Field can cause intermittent Lock / Unlock events

Cargo Light - ON
- Any time doors Unlock and door is open
- Press HotFob Cargo Light button

Cargo Light - OFF
- Timer - 10-minutes
- Any time doors Lock
- Press HotFob Cargo Light button

**Eddy Field range may vary +/- 10% based on truck body install**

SmartShield - Standby Current Draw

<table>
<thead>
<tr>
<th>0 Fobs</th>
<th>1 Fob</th>
<th>2 Fobs</th>
<th>3 Fobs</th>
</tr>
</thead>
<tbody>
<tr>
<td>11mA</td>
<td>28mA</td>
<td>43mA</td>
<td>57mA</td>
</tr>
</tbody>
</table>

*During long periods of storage (14 days or more), SmartShield should be turned Off to reduce standby current drain. Refer to the “SmartShield OFF” instructions to the right.

Status LED / Alarm -- Audible & Visual Indicators

<table>
<thead>
<tr>
<th>Event</th>
<th>Visual Indicator</th>
<th>Audible Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compartment Doors Locked / Armed</td>
<td>Single Flash Every 5-seconds</td>
<td>Single Chirp</td>
</tr>
<tr>
<td>Compartment Doors Unlocked / Unarmed</td>
<td>Double Flash One (1) time</td>
<td>Double Chirp</td>
</tr>
<tr>
<td>Alarm Triggered</td>
<td>Rapid Flashing Until disarmed</td>
<td>Siren Sounds 3-minutes</td>
</tr>
<tr>
<td>Compartment doors lock, one door open NOT armed</td>
<td>No Flash</td>
<td>No Chirp</td>
</tr>
</tbody>
</table>

Status LED Option on some truck body models
Unlock
• Press Unlock button
• Audible Confirmation: Double Chirp

Lock & Arm
• Press Lock button (All doors closed)
• Audible Confirmation: Single Chirp

Lock
• Press Lock button (All doors closed)
• Audible Confirmation: Single Chirp
  *Any door open - No Audible Confirmation

Cargo Light - ON
• Press Unlock button
• Press Cargo Light button

Cargo Light - OFF
• Timer - 10-minutes
• Press Door Lock button
• Press Cargo Light button

Enrolling New Transponder / Transmitter FOB for both
LatchMatic SmartShield Base Station and LatchMatic Receiver

To place Base Station or Receiver into LEARN mode (*Recommended*)
  a. Remove fuse at truck battery and replace
  b. Within 5-seconds, press any button on transponder or transmitter
  c. Wait 5-seconds, press any button on transponder or transmitter
     The corresponding function should operate if FOB was enrolled successfully

OR

To place Base Station or Receiver into LEARN mode
  a. Open brain box cover
  b. Remove and replace 7.5 amp logic fuse
  c. Within 5-seconds, press any button on transponder or transmitter
  d. Wait 5-seconds, press any button on transponder or transmitter
     The corresponding function should operate if FOB was enrolled successfully

LatchMatic -
Standby Current Draw
11mA
**Latchmatic®-SmartShield**

**Fuse 4:** Siren  
**Fuse 3:** Lock/Unlock  
**Fuse 2:** Lights  
**Fuse 1:** Logic

**Fuse 5 - Sealed 30 Amp In-line Fuse**  
Main power wire (installed within 18-inches of truck battery or power fuse)

**Relay & Circuit Protection**  
Located inside truck body, front curbside compartment (inside brain box)

**drawing legend**  
- **Antenna**  
- **Actuator**  
- **Door Jamb Switch**  
- **Light**  
- **Status L.E.D.**

**BRAIN BOX**

**Note:** Chassis Ground is installed on truck frame

**Fixed Antenna 1/4 Wave**

**Receiver Logic**

- **Status LED Input**
- **Alarm Trigger Ground Input**
- **Cargo Lt Sw +12 Input**
- **A1 Lock +12 Input**
- **A2 Unlock +12 Input**
- **Ground, P1-3**
- **Power, P1-4**

**Transistor Outputs**

- **Lock Ground**
- **Unlock Ground**
- **Compartment Lights Ground**
- **Siren**

**Relay Outputs**

- **1** → **AUX CARGO LT SWITCH +12 INPUT**
- **2** → **A1 AUX LOCK SWITCH INPUT (+)**
- **3** → **A2 AUX UNLOCK SWITCH INPUT (+)**
- **4** → **GROUND CHASSIS**
- **5** → **+12V - POWER**
- **6** → **OUT 1 - LOCK (-)**
- **7** → **OUT 2 - UNLOCK (-)**
- **8** → **OUT 3 - COMPARTMENT LIGHTS (-)**
- **9** → **OUT 4 - SIREN (+)**

- **Reserved for LIN Data Bus**
- **+12V TO STATUS LED**
- **ALARM TRIGGER INPUT (-)**

**Relay**

- **SIREN**
- **RELAY & FUSE BLOCK**
- **RECEIVER**
- **OUT 1 - LOCK (-)**
- **OUT 2 - UNLOCK (-)**
- **OUT 3 - COMPARTMENT LIGHTS (-)**
- **OUT 4 - SIREN (+)**

**Main power wire** (installed within 18-inches of truck battery or power fuse)
Relay & Circuit Protection
Located inside truck body, front curbside compartment (inside brain box)

Fuse 5 - Sealed 30 Amp In-line Fuse
Main power wire (installed within 18-inches of truck battery or power fuse)

Note: Chassis Ground is installed on truck frame
# Trouble Shooting Guide

## Symptom 1
Compartment door won’t unlock or lock but truck bed light and compartment lights turn On when the unlock button is pressed.

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
</table>
| 1.1 Blown Fuse                                      | 1.1.1 Open brain box and check the Lock/Unlock fuse. Fuse F3 30A. If it is blown replace it. See page ???
| 1.2 No output from receiver                        | 1.2.1 Using a voltmeter, check pin P1-6 blue unlock wire and pin P1-5 red/black lock wire on receiver connector P1 (8-pin connector).  
1. When unlock is active the blue wire should be at +12v and the red/black wire should be at ground.  
2. When lock is active the blue wire should be at ground and the red/black wire should be at +12v.
| 1.3 Defective or damaged lock or unlock relay      | 1.3.1 Check voltage on lock and unlock relays in brain box. Terminal 30 on Lock relay (red/black wire) or Unlock relay (blue wire) should have +12v present when relay is active.  
If +12v is not present, check voltage on the same relays. There should be a ground signal on relay terminal 86 (coil) anytime the relay is active, Lock (red/black wire) or Unlock (blue wire)  
Replace any failed relays.  
For truck bodies with 18-doors and an expansion harness, there are two additional banks of relays located midway on the truck body, roadside and curbside.
| 1.4 Terminal / Harness defective or damaged        | 1.4.1 If the receiver output is OK, check the voltage at each harness connector, P4 & P5. There should be 12v at terminals 2 & 6 on both sides of the connector pair anytime Lock (red/black wire) or Unlock (blue wire) is active.  
If no voltage, determine cause and repair.  
If voltage is present, check voltage at actuator. There should be +12v on Red/Black Lock wire and Blue Unlock wire anytime circuit is active.  
Continue checking wire harness until problem is located. Repair harness if possible or call factory for replacement harness.
| 1.5 Damaged actuator motor (Lock/Unlock)           | 1.5.1 Unplug the failed actuator motor.  
Using a voltmeter, check the blue and red/black terminals.  
1. When the unlock button is pressed the blue wire should be at +12v and the red/black wire should be at ground.  
2. When the lock button is pressed the blue wire should be at ground and the red/black wire should be at +12v.
| 1.6 Plunger to actuator is jammed                  | 1.6.1 Check the alignment of the actuator plunger to the lock. If it is mis-aligned, correct the alignment and re-check alignment by pressing the lock and unlock buttons again.
| 1.7 Lock is jammed                                  | 1.7.1 Manually move lock to reposition, re-align and lubricate as necessary. If lock can not be corrected, call factory for replacement.
<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Blown Bulb</td>
<td>2.1.1 Check bulb. If blown, replace.</td>
</tr>
<tr>
<td>2.2 Blown Fuse</td>
<td>2.2.1 Open brain box and check the Compartment Light fuse. Fuse F2 15A. If it is blown replace it.</td>
</tr>
<tr>
<td>2.3 No output from receiver</td>
<td>2.3.1 Using a voltmeter, check pin P1-7 yellow wire on receiver connector P1 (8-pin connector). When compartment light is active the yellow wire should be +12v for 10-minutes.</td>
</tr>
<tr>
<td>2.4 No Chassis Ground</td>
<td>2.4.1 Any time a compartment door is opened the ground circuit is completed through the ring terminal, which is screwed under the door jamb switch. The ground connection is completed when the door is open and the push-button door jamb switch is extended. Check ground connection. If it has failed, repair it.</td>
</tr>
<tr>
<td>2.5 Failed Door Jamb Switch</td>
<td>2.5.1 Open compartment door after unlock has been initiated. If light does not turn on, using a voltmeter, check ground at the door jamb switch. There should be a ground signal on the terminal if button is extended and no ground if button is not extended. If there is no transition for ground when switch is extended and pressed, then door jamb switch has failed. Call factory for replacement switch.</td>
</tr>
<tr>
<td>2.6 Terminal / Harness defective or damaged</td>
<td>2.6.1 Check voltage between receiver pin P1-7 in brain box and the failed compartment light. The voltage should be +12v on the yellow wire for 10-minutes after the unlock button is pressed. Check all of the connectors and crimps between the brain box and the compartment light. If +12v is not present, the harness or crimp connection has failed. Repair or call factory for replacement harness.</td>
</tr>
<tr>
<td>2.7 Defective or damaged relay</td>
<td>2.7.1 Check voltage on Compartment Light relay in brain box. Terminal 30 on Compartment Light relay (yellow wire) should have +12v present when relay is active. If +12v is not present, check voltage on the relay. There should be +12v signal on relay terminal 85 (relay coil) anytime the relay is active for Compartment Light (yellow wire). Replace any failed relays. For truck bodies with 18-doors and an expansion harness, there are two additional banks of relays located midway on the truck body, roadside and curbside.</td>
</tr>
</tbody>
</table>
**Symptom 3**
Truck Bed light Does Not turn On when Unlock is activated.

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Blown Bulb</td>
<td>3.1.1 Check bulb. If blown, replace.</td>
</tr>
<tr>
<td>3.2 Blown Fuse</td>
<td>3.2.1 Open brain box and check the Logic fuse. Fuse F1 7.5A. If it is blown replace it.</td>
</tr>
<tr>
<td>3.3 No output from receiver</td>
<td>3.3.1 Using a voltmeter, check pin P1-7 yellow/black wire on receiver connector P1 (8-pin connector). When compartment light is active the yellow/black wire should be +12v for 10-minutes.</td>
</tr>
<tr>
<td>3.4 No Chassis Ground</td>
<td>3.4.1 On some truck bodies the ground for the truck bed light is provided using a ground screw installed on the truck body. On other truck bodies, it is provided in the wire harness. Identify which type of ground is installed and check ground when Truck Bed Light is On. Repair as needed.</td>
</tr>
<tr>
<td>3.5 Terminal / Harness defective or damaged</td>
<td>3.5.1 Check voltage between receiver pin P1-7 in brain box and the failed truck bed light. The voltage should be +12v on the yellow/black wire for 10-minutes after the unlock button is pressed. Check all of the connectors and crimps between the brain box and the truck bed light. If +12v is not present, the harness or crimp connection has failed. Repair or call factory for replacement harness.</td>
</tr>
</tbody>
</table>

**Symptom 4**
Door locks or unlocks intermittently when transmitter or transponder button is pressed.

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Dead or weak battery in FOB</td>
<td>4.1.1 Replace battery in fob.</td>
</tr>
<tr>
<td></td>
<td>If transmitter or transponder still do not operate correctly, call factory for repair or replacement fob.</td>
</tr>
<tr>
<td></td>
<td>4.1.2 If batteries need to be replaced after only a few months of service, check expiration date on batteries. If more than 5 years old, replace with newer batteries. If transmitter or transponder still does not operate correctly, call factory for repair or replacement fob.</td>
</tr>
</tbody>
</table>

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Note about Batteries:
- Lithium Coin Style, 3V, CR2032
- 10-year Shelf Life
- 2-year Operational Life in Transponder*
- 10-year Operational Life in Transmitter

*The transponder battery operational life is significantly shorter because the unit is always On, searching for a signal every few seconds.
## Symptom 4 - CONTINUED
Door unlock or unlocks intermittently when transmitter Or transponder button is pressed.

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2 No RF Ground plane</td>
<td>If the antenna is shorted or touching metal inside the compartment, the range will be significantly reduced. Check the RF antenna to make sure it is not touching any metal or shorted to metal. If it is, reposition the antenna to “free air” and re-test. If the antenna has been cut, call factory for replacement receiver. Note: If the antenna is altered in any way, the range will be severely affected. If this does not resolve the problem, call factory for further assistance.</td>
</tr>
<tr>
<td>4.3 Fob is defective or damaged</td>
<td>Try a different fob. If the 2nd fob unlocks or locks the doors, the 1st fob is defective or needs a new battery. See 4.0 If a new battery does not work, call the factory for repair or replacement fob.</td>
</tr>
<tr>
<td>4.4 Low truck battery voltage</td>
<td>Check the truck battery voltage which should be a minimum of 11.6VDC when the unlock or lock signal is present. If the voltage is lower than 11.6VDC, replace truck battery.</td>
</tr>
<tr>
<td>4.5 No Chassis Ground</td>
<td>Check chassis ground for the keyless system. If the chassis ground is loose or the connection is not clean, the ground will be intermittent and range can be significantly reduced. Clean and/or repair the ground connection. *Note: For best performance, the chassis ground must be connect to the truck frame, not just the truck body.</td>
</tr>
<tr>
<td>4.6 Receiver’s RF circuit damaged or defective</td>
<td>If neither fob will lock or unlock the doors, the receiver RF circuit may be damaged or defective. Call factory for additional assistance or for a replacement part.</td>
</tr>
<tr>
<td>4.7 Battery has low voltage</td>
<td>Check voltage of battery when lock actuators are operating. If it dips below 11.50, change battery</td>
</tr>
</tbody>
</table>

## Symptom 5
Status LED does not flash when doors are locked or unlocked

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 No LED output from receiver</td>
<td>Unplug status LED and using a voltmeter, check the white wire. The white wire will be at ground anytime the status LED flashes. Single Flash for Lock Double Flash for Unlock</td>
</tr>
<tr>
<td>5.2 Status LED is damaged or defective</td>
<td>Check Status LED signal from receiver. If signal is ok, the Status LED is damaged or defective. Call factory for replacement</td>
</tr>
<tr>
<td>5.3 Status LED harness is damaged or defective</td>
<td>If voltage is correct from receiver and Status LED is ok, then check wire harness for damage. Repair as needed or call factory for replacement.</td>
</tr>
</tbody>
</table>
# Trouble Shooting Guide

## Symptom 6 - PASSIVE SYSTEM ONLY
Doors don’t unlock when fob is within 5-feet of LF (Low Frequency) Antenna installed at rear of truck

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1 Weak or dead battery in transponder</td>
<td>6.1.1 Replace with CR2032 3V lithium coin style battery. See note regarding batteries in Section 4.1</td>
</tr>
<tr>
<td>6.2 Defective or damaged transponder</td>
<td>6.2.1 Check red LED on transponder. It will flash anytime the LF (low frequency) signal is detected. Try a 2nd transponder, if it works ok, call factory for repair or replacement of the in-operable transponder.</td>
</tr>
<tr>
<td>6.3 LF antenna harness or connectors are damaged or defective</td>
<td>6.3.1 Check connections and wire harness between the LF antenna and the LF transmitter. Repair any loose connections or crimps.</td>
</tr>
<tr>
<td>6.4 LF transmitter or LF antenna is damaged or defective</td>
<td>6.4.1 Check the white wire (P8 connector) between the LF antenna and the LF transmitter. It should pulse to +12v about every 5-seconds. If the +12v signal is NOT present, the LF Antenna is damaged or defective. Call factory for repair or replacement.</td>
</tr>
</tbody>
</table>

## Symptom 7
Siren does not chirp when door is locked or unlocked

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1 Siren fuse is blown</td>
<td>7.1.1 Check the siren fuse in the fuse block. Fuse F4 5A. If it is blown replace it.</td>
</tr>
<tr>
<td>7.2 Harness or connectors to siren are damaged or defective</td>
<td>7.2.1 Check siren wire harness and connectors. Repair or call factory for replacement harness.</td>
</tr>
<tr>
<td>7.3 Siren is damaged or defective</td>
<td>7.3.1 Check brown wire at siren. When unlock signal is present, the siren should chirp twice and there should be a +12v signal momentarily present. If the signal is present, siren is damaged or defective. Call factory for repair or replacement.</td>
</tr>
<tr>
<td>7.4 Low voltage or poor ground connection</td>
<td>7.4.1 Check battery and charge if necessary. Repair poor ground connection. <em>Note: For best performance, the chassis ground must be connect to the truck frame, not just the truck body.</em></td>
</tr>
</tbody>
</table>
## Trouble Shooting Guide

### Symptom 8
**System is “DEAD”. No outputs turn on when transmitter or transponder buttons are pressed.**

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.1  Fuse is blown</td>
<td>8.1.1 Check the logic fuse in the fuse block. Fuse F1 7.5A. If it is blown replace it.</td>
</tr>
<tr>
<td>8.2 Damaged or defective receiver or base station</td>
<td>8.2.1 If logic fuse F1 is ok, and there is power and ground to the receiver, the receiver is damaged or defective. Call factory for further assistance or replacement part.</td>
</tr>
</tbody>
</table>

### Symptom 9
**Doors Lock & Unlock correctly but siren does not chirp**

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.1 Main ground to receiver or base station is faulty or poor</td>
<td>9.1.1 Re-crimp, re-attach the chassis ground.</td>
</tr>
<tr>
<td>9.2 Main ground to receiver or base station is floating</td>
<td>9.2.1 The chassis ground is connected to the <strong>truck body</strong>. Truck body does NOT have a good ground. Move ground to the <strong>truck chassis</strong>.</td>
</tr>
</tbody>
</table>

### Symptom 10
**Alarm does not arm when all doors are closed and locked. (no chirp)**

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.1 One of the door jamb switches have failed</td>
<td>10.1.1 Using a volt meter, determine which door jamb switch is broken or has failed and repair or replace. Call factory for replacement switches.</td>
</tr>
<tr>
<td>10.2 Short in wire harness</td>
<td>10.2.1 Using a volt meter check continuity to locate short and repair.</td>
</tr>
<tr>
<td>10.3 One of the diodes in the wire harness is blown</td>
<td>10.3.1 Using a volt meter, determine which diode has a continuous ground. Repair or replace harness. Call factory for replacement harness.</td>
</tr>
<tr>
<td>10.4 Door jamb switches are not aligned correctly</td>
<td>10.4.1 Mis-aligned door jamb switches do not see the ground signal when door is closed. Re-align door jamb switches</td>
</tr>
</tbody>
</table>

### Symptom 11 - LatchMatic SmartShield ONLY
**Doors lock when in AutoZone (should remain unlocked)**

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.1 One of the antennas is disconnected or has failed</td>
<td>10.1.1 Check base station to confirm the diagnostic antenna LED is ON solid red. Check antenna connection. Reconnect or repair connection. Call factory for replacement antenna.</td>
</tr>
<tr>
<td>11.2 Short in wire harness</td>
<td>10.2.1 Using a volt meter check continuity to locate short and repair.</td>
</tr>
</tbody>
</table>
System Specifications

<table>
<thead>
<tr>
<th>14404001 LatchMatic Receiver</th>
<th>14404420 LF Antenna (SmartShield)</th>
<th>14404415 TK4 Transmitter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range</td>
<td>50 Feet - Closed Compartment</td>
<td>Range</td>
</tr>
<tr>
<td></td>
<td>300 Feet - Line of Sight</td>
<td>300 Feet - RF</td>
</tr>
<tr>
<td>Output</td>
<td>2 Transistor, 0.2A</td>
<td>Frequency</td>
</tr>
<tr>
<td></td>
<td>2 Relay, Positive, 5A</td>
<td>433MHz RF</td>
</tr>
<tr>
<td>Input Signal</td>
<td>Status LED</td>
<td>Codes</td>
</tr>
<tr>
<td></td>
<td>2 (+12v) A1 &amp; A2</td>
<td>Rolling Codes</td>
</tr>
<tr>
<td></td>
<td>2 (-12v) J2-1 &amp; J2-2</td>
<td>Secure Encryption</td>
</tr>
<tr>
<td>Frequency</td>
<td>433MHz RF</td>
<td></td>
</tr>
<tr>
<td>Codes</td>
<td>125KHz RFID</td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>Rolling Codes</td>
<td></td>
</tr>
<tr>
<td>Current</td>
<td>Secure Encryption</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12VDC</td>
<td></td>
</tr>
<tr>
<td>Antenna</td>
<td>Fixed - Standard, 1/4 Wave, 50 ohm</td>
<td></td>
</tr>
</tbody>
</table>

Base Station 3.0” x 5.0” x 2.0”

LF Antenna 3.00” x 0.50”

TP3 Transponder 2.50” x 1.75”

Technical Support
800-458-2226

Battery - All Transmitter/Transponder Styles

Battery
Coin Style, Lithium, CR2032
100,000 1-second pulses
10 year shelf life
2 year operational life

Technical Support
800-458-2226

14404005 14404420 14404413

14404001 14404415

14404031 Actuator - 45 Newton

14404021 Brain Box Wire Harness

1440406 Brainmatic SmartShield

14404131 Extension Wire Harness - 50” R/S & 110’ C/S

144044131 Standard Truck Body Wire Harness

Roadside - R/S

Curbside - C/S

14404132 Extension Wire Harness - 50” R/S & 50” C/S

14404132

14404132

14404419 Antenna Cable - R/S & C/S

Cargo Light Switch - Any ON/OFF SPST Standard Switch

Brain Box Wire Harness

14404021 - Latchmatic

14404006 - Latchmatic SmartShield

1440411 Standard Truck Body Wire Harness

Roadside - R/S

Curbside - C/S
Limited One (1) Year Warranty

Section One
Seller will warrant any product originally manufactured or assembled and sold by seller for a period of up to TWO YEARS (24 months) from the original date of manufacture or ONE YEAR (12 months) from the original retail sale or O.E.M. in-service date.

Section Two
The following are in lieu of all warranties; expressed; implied; or statutory, including but not limited to, any implied warranty of merchantability for a particular purpose and of any other warranty obligation on the part of seller. Seller, except as otherwise hereinafter provided, warrants the goods against faulty workmanship or defective materials for a period of up to TWO YEARS (24 months) from the original date of manufacture or ONE YEAR (12 months) from the original retail or O.E.M. in-service date.

Seller’s sole and exclusive liability shall be (at seller’s option) to repair; replace; or credit buyer for such goods which are returned by buyer during the applicable warranty period set forth above, provided that (I) seller is promptly notified in writing or by phone upon discovery by buyer that such goods failed to conform and an explanation of any alleged deficiencies, (II) such goods are returned to seller, (III) sellers examination of such goods shall disclose that such alleged deficiencies actually exist and were not caused by accident, misuse, neglect, alteration, improper installation, unauthorized repair or improper testing. If seller elects to repair or replace such goods, seller shall have a reasonable time to make such repairs or replace such goods.

Seller’s warranties as herein above set forth shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise or grow out of, sellers rendering of technical advice or service. Damage to products caused by the customer or during installation cannot be claimed under this warranty. All devices returned that are not covered under the seller’s warranty policy, will be charged a minimum of $25.00 for evaluation plus additional charges for components and labor to repair the device not to exceed the original selling price. Seller considers the following to be typical examples of customer or installation damage: burned or broken traces on the printed circuit board, burned or damaged components, dirt or water residue on the printed circuit board or inside the device, modifications by the customer, broken cases or housings and dead batteries.

Section Three
A return material authorization number (RMA) must be issued by seller before any product is returned for evaluation or repair. Warranty repairs must be completed at authorized repair facilities.