



December 18, 2008  
 Product Quality Advisory: DBU20081217V.3

Product Part Number(s): **See attached Annex A**  
 Factory Code: **1200, 1220**  
 Date Code Range: **08244 to 08346 (9/1/2008 -12/12/08) See attached Annex B**

Attachments:  
**Part Number List Annex A**  
**Screening Instructions Annex B**

Dear Valued Customer,

Please be advised that our records indicate that you may have been shipped ballasts that may have a possible quality issue. Some ballasts may have improperly applied insulators on input leads. The subject ballasts, if not grounded or not installed properly, may pose a potential electrical hazard under the most extreme of conditions. These products include multiple models of Philips Advance HID, multi-tap ballasts manufactured at our "EMAG" facility in Juarez, with date codes from 08244 to 08346. For a complete list of possible affected product please see the attached annex A.

Following our thorough investigation into this matter, we are pleased to inform you that appropriate corrective actions at our plant and distribution centers have been taken and deliveries received after December 12, 2008 are not affected. We are working to contain and remedy all affected.

We ask for your cooperation in containing this possible safety issue and request that you screen your inventory for the affected product and contact our customer support team at 1.800.372.3331 to expedite the return of affected product. To identify affected product, please refer to the two attachment documents, "Part Number List Annex A" and "Screening Instructions Annex B". Please make note that Philips Lighting Electronics N.A. is prepared to compensate you for taking this corrective action.

We also ask that you identify and inform customers that may have been shipped product containing suspect ballasts. If you would prefer that we contact these customers directly to inform them of this possible quality issue it would be appreciated if you would please provide the appropriate customer list to your Philips Lighting Electronics N.A. Account Manager.

We apologize for any inconvenience and disruption in service that this issue may cause you. We maintain the safety of our products as our highest priority and are committed to a quick and complete remedy of this situation.

Please do not hesitate to contact your customer support representative with questions about any open orders you may have for this product or to return affected product. Our customer support team can be reached at **1.800.372.3331**. Thank you for your patience and support.

**Annex A**  
**Affected Part Number List**

Account Number	Customer Name	City	State						
14850	PLATT-WAREHOUSE	BEAVERTON	OR						
	75-SPECIAL - A-D			Part Number	Sept. 2008	Oct. 2008	Nov. 2008	Dec. 2008	Total
				71A6552001	-26	-39	19	20	-26
				71A6572001	-57	-26	19	27	-37
				71A8753001	-3	-7	-23	6	-27
				71A8773001	-21	2	3		-16
				<b>Result</b>	<b>-107</b>	<b>-70</b>	<b>18</b>	<b>53</b>	<b>-106</b>

**Annex B**  
**Mylar Tube Screening Instructions**

**SITUATION**

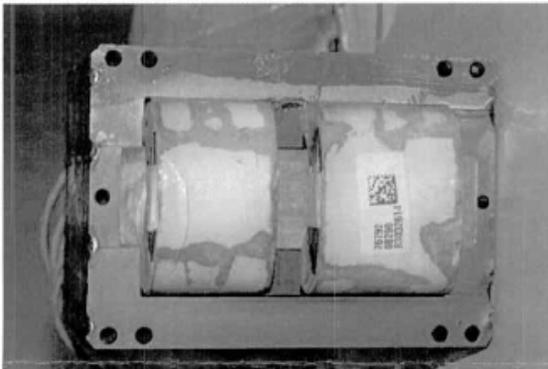
It has come to the attention of Philips Lighting Electronics N.A. that a possible defect may exist in some HID ballasts. The defect involves improperly insulated "unused" leads on some ballast models.

Philips Lighting Electronics N.A. is initiating a corrective action program to screen and rework product that may have improper insulation.

**PRODUCT IDENTIFICATION**

Product date codes involved are from September 1, 2008 to December 12, 2008 and can be identified as 08244 – 08346. These numbers can be found either on the product packaging, "pallet labeling" or on the product itself.

In the product images below, the ballast can be identified as having a date code of 08290.



In the images below, the ballast can be identified as having a date code of 08198, as evidenced by the package labeling.

**08198 Date Code**



Please see the image below of a sample mid pack.



Please see the image below of a sample IC pack.



As of December 18, 2008, all product shipped has been certified and identified with a **GREEN DOT** on **both** the outer packaging carton label as well as the product itself. The **GREEN DOT** on the product will appear on the steel under the unit label.