

October 1, 2008

## Update to Important Product Safety Bulletin

### Update to Eaton/ Cutler-Hammer General Duty “B” Series Field Campaign

Due to a typographical error on the previously released product safety bulletin entitled “**Eaton/ Cutler-Hammer General Duty “B” Series Field Campaign**” we are releasing an update to the “List of Affected Style Numbers”.

To: General Manager

You recently received an Important Product Safety Bulletin from Eaton Corporation regarding a recall of the General Duty “B” Series Safety Switch (Figure 1). Unfortunately, due to a typographical error, one of the affected style numbers was not included in the original table entitled “List of Affected Style Numbers”. Eaton sends this update to notify you that the **DG322NRB** has also been affected by the current field action. Additionally, if you purchased the product in the Canadian market, the style number will be preceded with the letter “C”. Please review the updated copy of the “List of Affected Style Numbers” below. Due to the seriousness of this potential issue, Eaton again asks that you return product from the list of affected style numbers (below) with a manufacturing date code between 8/11/2008 and 8/18/2008 via the process defined in the previous notification.



Figure 1. 60A General Duty “B” Series Safety Switch

If you are not the end customer for this product and have subsequently shipped this product to a 3<sup>rd</sup> party, then Eaton Corporation asks that you forward this update to the 3<sup>rd</sup> party.

Eaton Corporation regrets any additional inconvenience, but Eaton’s commitment to our partners and customers to provide a safe, quality product requires that this action be taken. Contact Eaton if you have any questions or concerns and thank you in advance for your cooperation and support.

Regards,  
 Cleveland, TN Warranty

List of Affected Style Numbers		
DG321UGB	DG322UGB	DG222URB
DG321URB	DG322URB	DG222UGB
DG321NRB	DG322NRB	DG222NRB
DG321NGB	<b>DG322NRB</b>	DG222NGB
DG221UGB	DG323UGB	DG223URB
DG221URB	DG323URB	DG223UGB
DG221NGB	DG323NRB	DG223NRB
DG221NRB	DG323NGB	DG223NGB

September 22, 2008

## **Important Product Safety Bulletin**

### **Eaton/ Cutler-Hammer General Duty “B” Series Field Campaign**

A potential quality issue for General Duty “B” Series Safety Switches could allow the operating handle to detach from the mechanism that operates the switch. If this occurs the handle could indicate the switch is in the “OFF” position, while the internal switch is still closed.

## **WARNING**

*The condition described in this letter could result in death, serious personal injury or property damage*

To:

Our records indicate that we shipped you a General Duty “B” Series Safety Switch (Figure 1) that is suspected to have a potential safety issue. The potential issue could potentially impact all General Duty “B” Series Safety Switches produced between 8/11/2008 and 8/18/2008. Please read through this bulletin and take the appropriate immediate action to effectuate repair. If you are not the end customer for this product and have subsequently shipped this product to a 3<sup>rd</sup> party, then Eaton Corporation (“Eaton”) requests that you forward this notice to the 3<sup>rd</sup> party.

The General Duty “B” Series Safety Switches were shipped to you may have been manufactured between the date codes 8/11/2008 and 8/18/2008. The date codes for the unit or units in your possession are identified on the labels shown in Figure 2 and in Figure 3. The date code is located on both the packaging label of the box and on the inside of door of the switch. A list of affected style numbers can be found in the included table.

There is the possibility that over time, the operating mechanism could wear in such a way that the switch will no longer function as intended, allowing the safety switch handle to indicate it is in the “OFF” position while the internal switch is still closed. This could result in a potentially unsafe condition.

In order to remedy this condition, Eaton will provide you with a replacement switch at no cost.

In order to receive the no cost replacement, Eaton asks that you validate if the product that you have received from Eaton is from the suspect batch. Again, the date code can be identified from



Figure 1. 60A General Duty “B” Series Safety Switch

List of Affected Style Numbers		
DG321UGB	DG322UGB	DG222URB
DG321URB	DG322URB	DG222UGB
DG321NRB	DG322NGB	DG222NRB
DG321NGB	DG322UGB	DG222NGB
DG221UGB	DG323UGB	DG223URB
DG221URB	DG323URB	DG223UGB
DG221NGB	DG323NRB	DG223NRB
DG221NRB	DG323NGB	DG223NGB



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the carton label (shown in Figure 2) or from the inside door of the unit (shown in Figure 3). If the date code is between 8/11/2008 and 8/18/2008, then you potentially have a suspect switch which Eaton will replace.

If you have identified a suspect switch, we ask that you please contact Eaton CORE by completing and faxing Appendix A to Theresa Griffin at 888-225-9805 to insure quick replacement. The potentially serious consequence of this defect requires Eaton to confirm that remedial action has been completed via the form attached in Appendix A.

**Due to the nature of the potential issue, we must insist that all suspect products be returned to Eaton Corporation as soon as possible.**

If you are not the end customer for this product and have subsequently shipped this product to a 3<sup>rd</sup> party, then Eaton asks that you forward this notice to the 3<sup>rd</sup> party and assist Eaton Corporation in making arrangements to replace the units.

## Caution

**DO NOT Attempt to repair or confirm the potential condition!**

Eaton regrets any inconvenience, but Eaton's commitment to our partners and customers to provide a safe, quality product requires that this action be taken. Contact Eaton if you have any questions or concerns and thank you in advance for your cooperation and support.

Regards,  
 Cleveland, TN Warranty



Figure 2. The red circles indicate where the package label date code is located.



Figure 3. The red circle indicates where the date code is located on the pub inside the case of the switch



# Appendix A

## Eaton/ Cutler-Hammer General Duty "B" Series Safety Switch Field Campaign *Confirmation of Corrective Procedure*

Please check the appropriate boxes below, supply the requested company information, sign and return by fax to:  
**Fax: 888-225-9805 ATTN: Theresa Griffin**

- We have reviewed this bulletin and we have no products that are identified to be repaired or replaced.
- We have identified the non-conforming product and have arranged for product to be returned to Eaton Corporation.
- We have notified our end customer of the defect described above and provided the appropriate contact information on how to resolve the situation.

In the space below please describe the specific products addressed through the procedure above.

Purchase Order No.	General Order No.	Part Number	Quantity

*Assembly or Kit Purchased From:* \_\_\_\_\_

*Company Name:* \_\_\_\_\_ *Your Name:* \_\_\_\_\_

*Branch Location:* \_\_\_\_\_ *Your Title:* \_\_\_\_\_

*Contact Phone:* \_\_\_\_\_ *Signature:* \_\_\_\_\_

*Contact Fax:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Replacement Ship To Address:*