

Michael Mattei
Vice President and General Manager
Commercial/Industrial



IMPORTANT SAFETY NOTICE

January 15, 2020



To: Leviton Customers

Re: 50 Amp Connectors, Plugs, Receptacles and Inlets

Dear Customer:

Leviton has learned that certain of its non-NEMA 50 amp connectors, plugs, receptacles and inlets were manufactured with terminal markings reversed, posing a potential risk of shock or over-voltage damage to equipment used with an affected product. While we identified and corrected the problem, we believe a small number of mismarked products were sold. The affected products were manufactured between May 1, 2019 and December 9, 2019, and can be identified by the catalog numbers and date codes on the attached list ("Potentially Affected Products"). The date code is located on a white label on the product and on the box (see above photos).

What to do

Units in Your Inventory: If you have any inventory of Potentially Affected Products do not sell them. Please quarantine the units and contact Greg Orrigo, gorrigo@leviton.com or 877-978-2032. He will be able to answer any questions and provide instructions for returning your inventory and receiving replacement product.

Units Sold to Customers: If you are able to identify any of your customers to whom you may have sold any Potentially Affected Products, we ask that you immediately contact those customers, and provide them with this Notice. Please ask that they immediately provide this Notice to any installer and end user that purchased the Potentially Affected Products. Alternatively, you may provide Leviton with the contact information of your customers so that we may contact them directly. Customers with an installed Potentially Affected Product should immediately **disconnect power to the equipment** and contact Mr. Orrigo at 877-978-2032 for further instructions.

Thank you for your assistance and cooperation. Leviton is committed to the safety of our customers and to the quality and reliability of our products.

Sincerely,

Michael Mattei

cc: William W. Marshall

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Melville, NY 11747 mmattei@leviton.com
www.leviton.com

POTENTIALLY AFFECTED PRODUCTS

EACH OF THE
FOLLOWING
CATALOG
NUMBERS:

3762C
3764C
6365CR
6369CR
6370CR
6375CR
7379
7764C
7765C
7958
CS6360C
CS6361C
CS6364C
CS6364W
CS6365C
CS6365W
CS6369
CS6370
CS6375
CS6377
CS8264C
CS8265C
CS8269
CS8275
CS8464C
CS8465C
CS8469
CS8164C
CS8165C
CS8169
CS8175
CS8364C
CS8365C
CS8369
CS837-410-5W1
CS8375

ALL OF THE
FOLLOWING
DATE CODES:

1E19C0
1E29C0
1E39C0
1E49C0
1E59C0
1F19C0
1F29C0
1F39C0
1F49C0
1G19C0
1G29C0
1G39C0
1G49C0
1H19C0
1H29C0
1H39C0
1H49C0
1I19C0
1I29C0
1I39C0
1I49C0
1I59C0
1J19C0
1J29C0
1J39C0
1J49C0
1K19C0
1K29C0
1K39C0
1K49C0
1K59C0
1L19C0
1L29C0

The affected devices were purchased on or after May 1, 2019. If you purchased the units prior to May 1, 2019, no action is required.

PRODUCT INCLUDED IN THIS RECALL NOTICE SHOULD NOT BE SOLD.

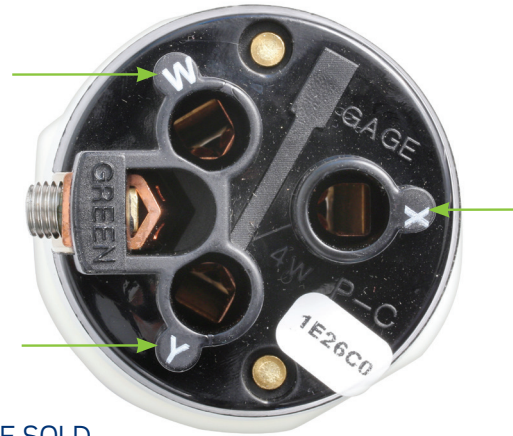
50 Amp Devices

RECALL NOTICE

INSPECTION PROCEDURE



Leviton's 50A non-NEMA plugs, connectors, receptacles and inlets have the wire wells pad printed with white letters (as shown in 4-wire plug example to the right), to indicate wiring in a 3 or 4 wire circuit. Some units had the markings mislabeled, which may put voltage on the neutral (W) or in the case of some 3-wire devices, on the ground (G).



The affected devices were purchased on or after May 1, 2019. If you purchased the units prior to May 1, 2019, no action is required.

PRODUCT INCLUDED IN THIS RECALL NOTICE SHOULD NOT BE SOLD.

This document will help you determine if your device:

- Is safe for use
- Must be returned and replaced by Leviton

Only a small subset of our 50 Amp devices are affected.

DO YOU HAVE ANY OF THESE CATALOG NUMBERS?

3762C	3771	6365CR	7764C	CS6364C	CS6370	CS8175	CS8365C
3763C	3775	6369CR	7765C	CS6364W	CS6375	CS8264C	CS8369
3764C	3777	6370CR	7958	CS6365C	CS6377	CS8265C	CS8375
3765C	6360CR	6375CR	CS6360C	CS6365W	CS8164C	CS8269	CS8464C
3769	6364CR	7379	CS6361C	CS6369	CS8165C	CS8275	CS8465C
					CS8169	CS8364C	CS8469

If yes, this guide will walk you through determining if the product needs to be returned.

IMPORTANT



If you have a device in the box/not installed:

GO TO PAGE 3



If you have an installed plug or connector:

GO TO PAGE 4



If you have an installed inlet or receptacle:

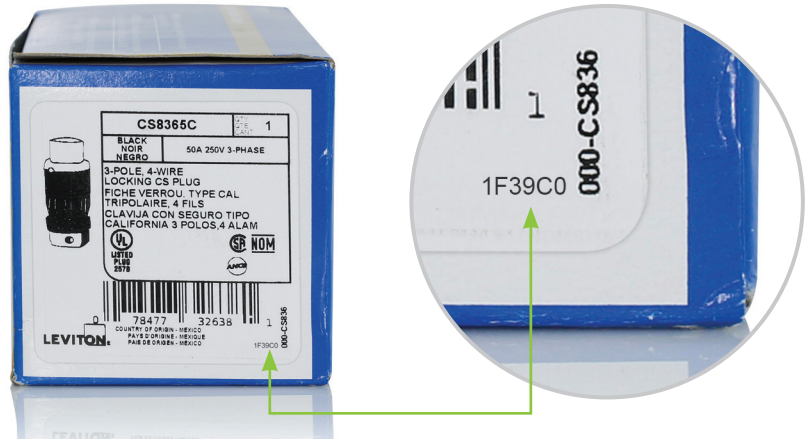
GO TO PAGE 7

IF THE DEVICE IS STILL IN THE BOX

Identify date code

Product date codes can be found on the box label (A) or on the product itself (B):

A. DATE CODE ON THE BOX LABEL ➔



! If your device is NOT in the affected date code chart below - your device is safe for use
! If your device is in the affected date code chart below - Follow the return instructions on the back cover

B. DATE CODE ON THE PRODUCT ITSELF ✓

Plugs & Connectors:
BACK COVER



Receptacles & Inlets:
SIDE HOUSING



AFFECTED DATE CODES ARE AS FOLLOWS:

1E19C0	1F19C0	1G19C0	1H19C0	1I19C0	1J19C0	1K19C0	1L19C0
1E29C0	1F29C0	1G29C0	1H29C0	1I29C0	1J29C0	1K29C0	1L29C0
1E39C0	1F39C0	1G39C0	1H39C0	1I39C0	1J39C0	1K39C0	
1E49C0	1F49C0	1G49C0	1H49C0	1I49C0	1J49C0	1K49C0	
1E59C0				1I59C0		1K59C0	

! If your device is NOT in the affected date code chart above - your device is safe for use
! If your device is in the affected date code chart above - Follow the return instructions on the back cover

INSTALLED PLUGS & CONNECTORS

IF YOU PURCHASED THESE DEVICES ON OR AFTER MAY 1, 2019, FOLLOW THE STEPS BELOW.

NOTE: There is a greater risk of danger with 3-wire devices. These devices may have been labeled in a way where voltage may be directed to the neutral or ground.

Please prioritize identifying 3-wire units.

4-wire devices are more likely to be mislabeled with the phases incorrectly marked. This is not a safety risk.

Step 1.

Disconnect power to avoid risk of injury or death.

Step 2.

Loosen two cord clamp screws.



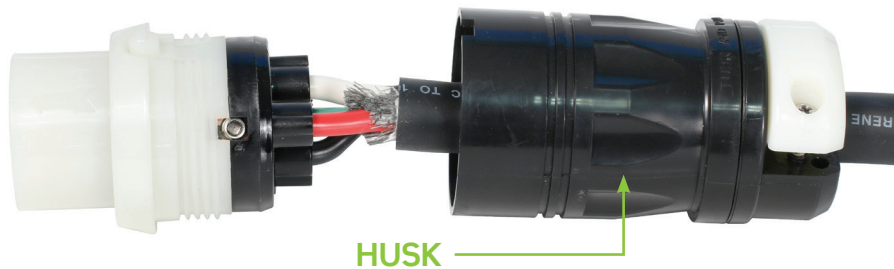
Step 3.

Identify white locking tab on device.



Step 4.

Depress locking tab and unscrew black husk counterclockwise.

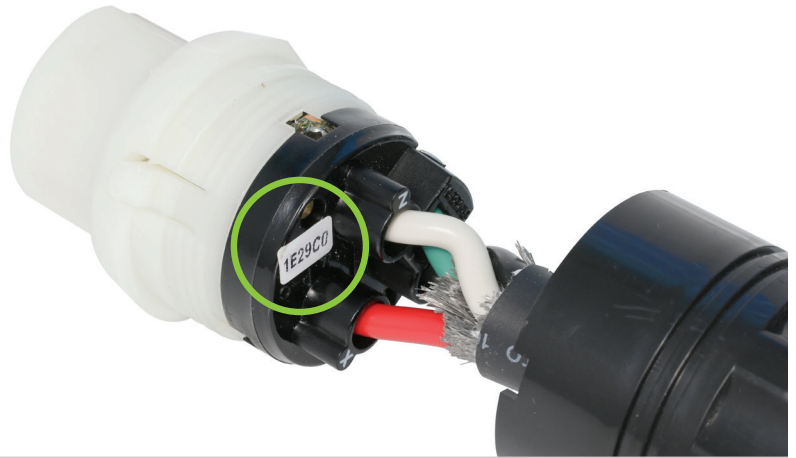


Step 5.

Identify the date code.

If your device is in the date code chart below, proceed to step 6.

If it is not, your device is safe for use.



AFFECTED DATE CODES ARE AS FOLLOWS:

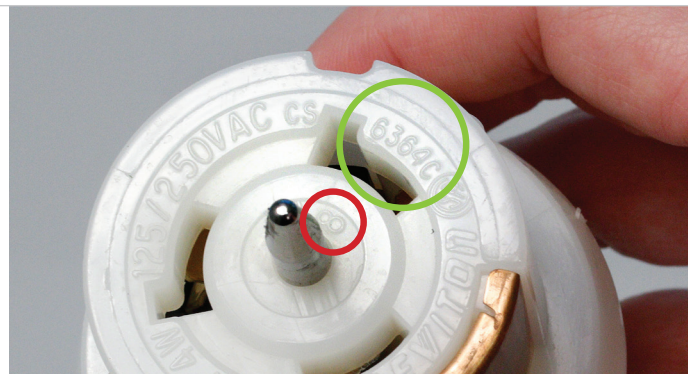
1E19C0	1F19C0	1G19C0	1H19C0	1I19C0	1J19C0	1K19C0	1L19C0
1E29C0	1F29C0	1G29C0	1H29C0	1I29C0	1J29C0	1K29C0	1L29C0
1E39C0	1F39C0	1G39C0	1H39C0	1I39C0	1J39C0	1K39C0	
1E49C0	1F49C0	1G49C0	1H49C0	1I49C0	1J49C0	1K49C0	
1E59C0				1I59C0		1K59C0	

! If your device is NOT in the affected date code chart above - your device is safe for use
■ If your device is in the affected date code chart above - please continue

Step 6.

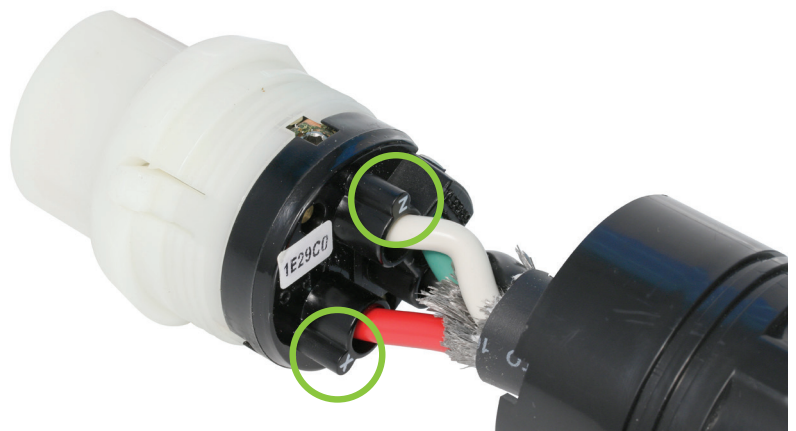
Identify the Leviton catalog number (○ **GREEN CIRCLE**) or wiring key (○ **RED CIRCLE #1-11**).

Either the catalog number or wiring key will help identify the correct markings.



Step 7.

Identify terminal markings on rear of wiring module.



Step 8.

Using the Leviton catalog number or wiring key, locate the appropriate drawing on pages 10-11.

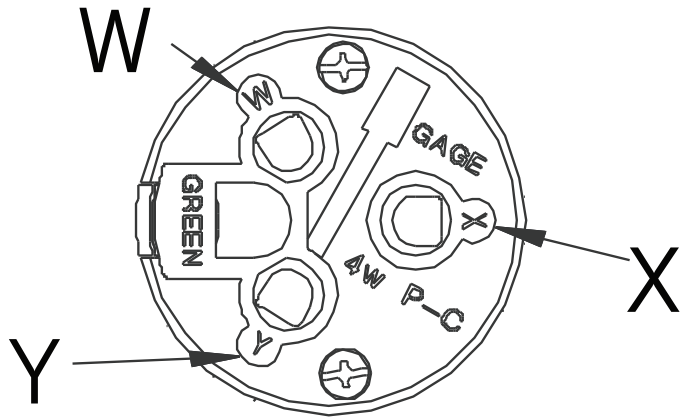
Once you've found the appropriate drawing, compare the terminal markings on the wiring module of your device to the drawing and make sure the markings are identical.

EXAMPLE:

Cat # 6365CR
Key # 6



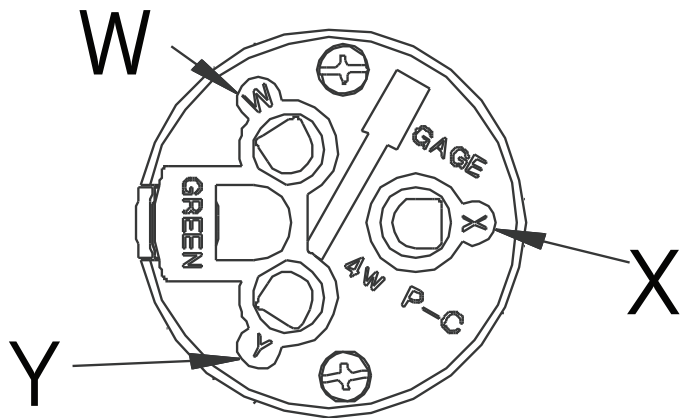
PERFECT MATCH



YOUR DEVICE



NOT A MATCH



If your terminal markings match - your device is safe for use

If your terminal markings do NOT match - Follow the return instructions on the back cover

INSTALLED INLETS & RECEPTACLES

IF YOU PURCHASED THESE DEVICES ON OR AFTER MAY 1, 2019, FOLLOW THE STEPS BELOW.

NOTE: There is a greater risk of danger with 3-wire devices. These devices may have been labeled in a way where voltage may be directed to the neutral or ground.

Please prioritize identifying 3-wire units.

4-wire devices are more likely to be mislabeled with the phases incorrectly marked. This is not a safety risk.

Step 1.

Disconnect power to avoid risk of injury or death.

Step 2.

Unscrew the mounting screws.



Step 3.

Pull the device out to expose & identify the date code.

If your device is in the date code chart below, proceed to step 4. If it is not, your device is safe for use.



AFFECTED DATE CODES ARE AS FOLLOWS:

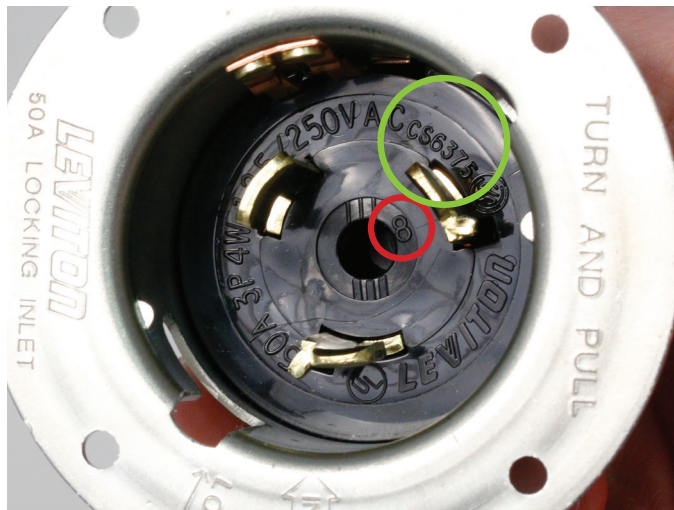
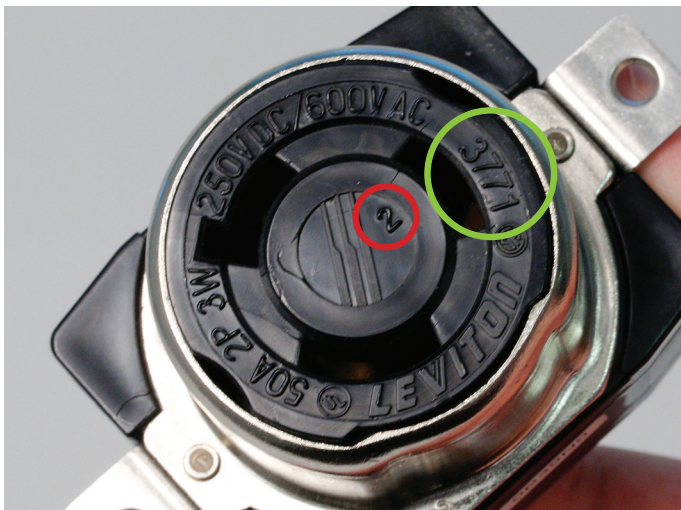
1E19C0	1F19C0	1G19C0	1H19C0	1I19C0	1J19C0	1K19C0	1L19C0
1E29C0	1F29C0	1G29C0	1H29C0	1I29C0	1J29C0	1K29C0	1L29C0
1E39C0	1F39C0	1G39C0	1H39C0	1I39C0	1J39C0	1K39C0	
1E49C0	1F49C0	1G49C0	1H49C0	1I49C0	1J49C0	1K49C0	
1E59C0				1I59C0		1K59C0	

■ If your device is NOT in the affected date code chart above - your device is safe for use
■ If your device is in the affected date code chart above - please continue

Step 4.

Identify the Leviton catalog number (○ GREEN CIRCLE) or wiring key (○ RED CIRCLE #1-11).

Either the catalog number or wiring key will help identify the correct markings.



Step 5.

Identify terminal markings on rear of wiring module.



Step 6.

Using the Leviton catalog number or wiring key, locate the appropriate drawing on pages 12-13.

Once you've found the appropriate drawing, compare the terminal markings on the wiring module of your device to the drawing and make sure the markings are identical.

EXAMPLE:

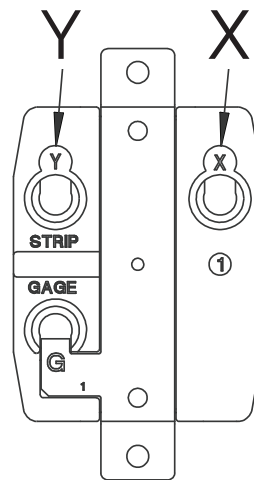
Cat #3771

Key # 2

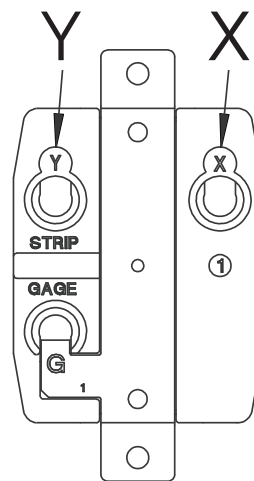


PERFECT MATCH

YOUR DEVICE



YOUR DEVICE



NOT A MATCH

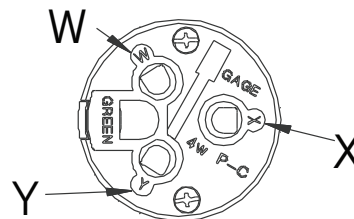
If your terminal markings match - your device is safe for use

If your terminal markings do **NOT** match - Follow the return instructions on the back cover

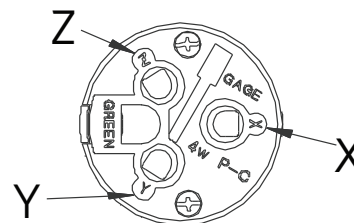
Plugs



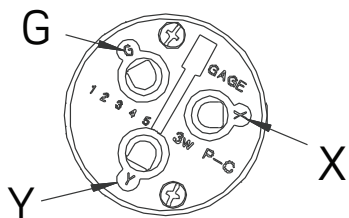
CAT #6365CR
KEY # 6



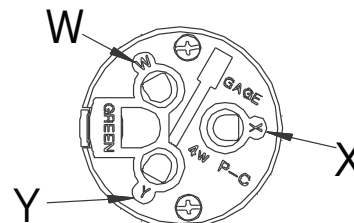
CAT #3765C
KEY # 7



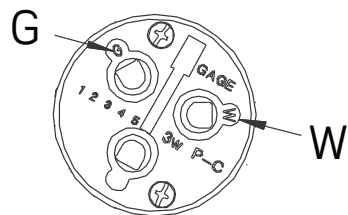
CAT #3763C
KEY # 2



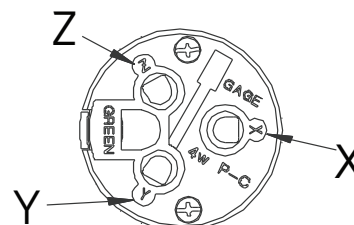
CAT #CS6365C
CAT #CS6365W
KEY # 8



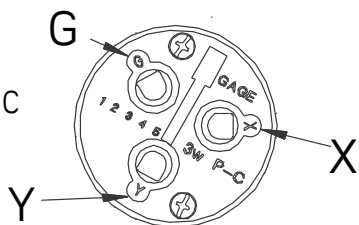
CAT #CS6361C
KEY # 3



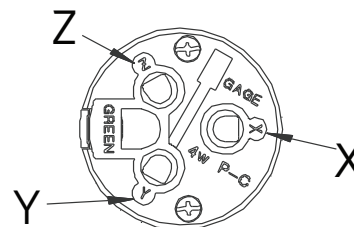
CAT #CS8165C
KEY # 9



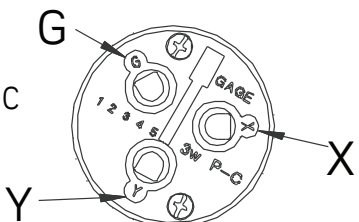
CAT #CS8265C
KEY # 4



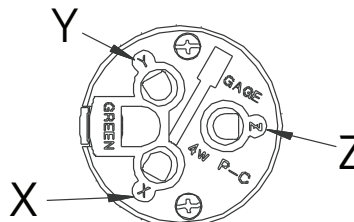
CAT #CS8365C
KEY # 10



CAT #CS8465C
KEY # 5



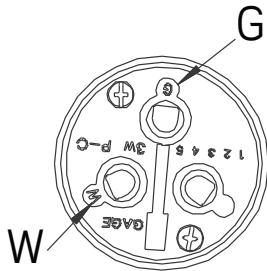
CAT #7765C
KEY # 11



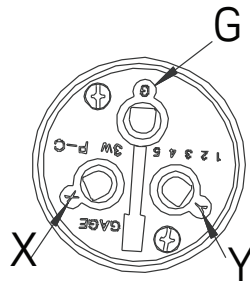
Connectors



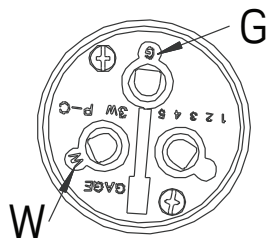
CAT #6360CR
KEY # 1



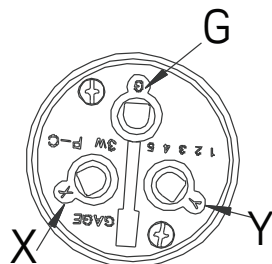
CAT #3762C
KEY # 2



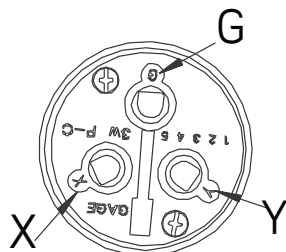
CAT #CS6360C
KEY # 3



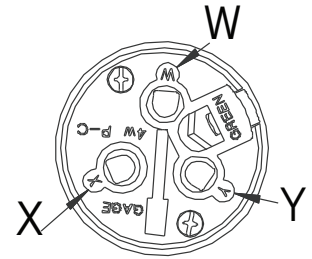
CAT #CS8264C
KEY # 4



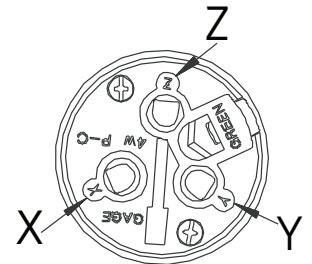
CAT #CS8464C
KEY # 5



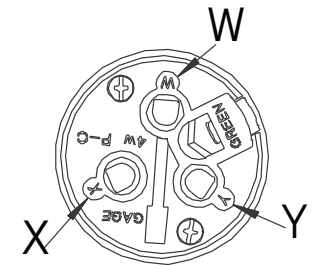
CAT #6364CR
KEY # 6



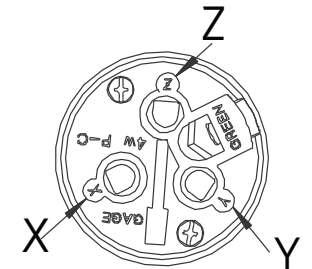
CAT #3764C
KEY # 7



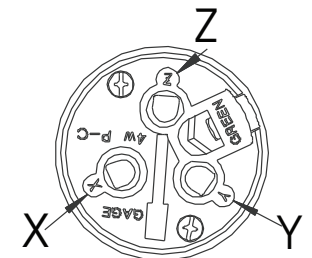
CAT #CS6364C
CAT #CS6364W
KEY # 8



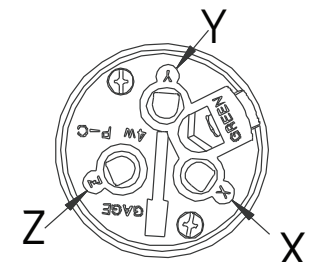
CAT #CS8164C
KEY # 9



CAT #CS8364C
KEY # 10



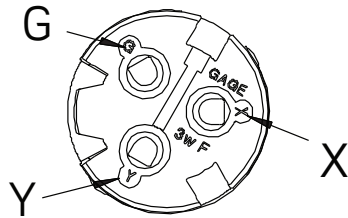
CAT #7764C
KEY # 11



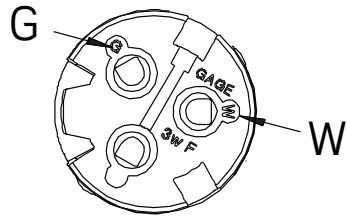
Inlets



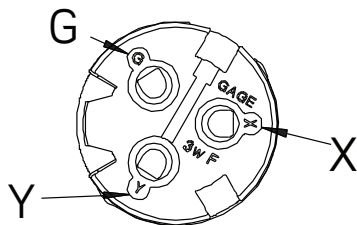
CAT #3777
KEY # 2



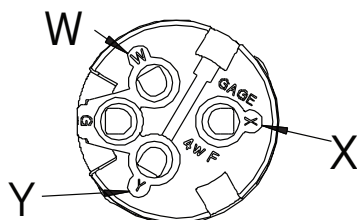
CAT #CS6377
KEY # 3



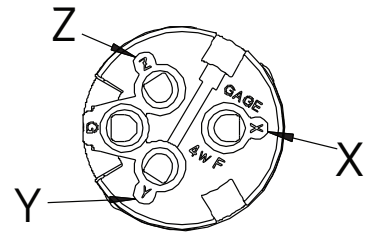
CAT #CS8275
KEY # 4



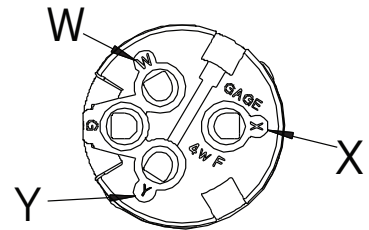
CAT #6375CR
KEY # 6



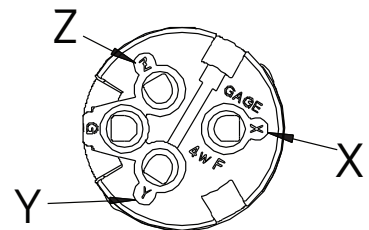
CAT #3775
KEY # 7



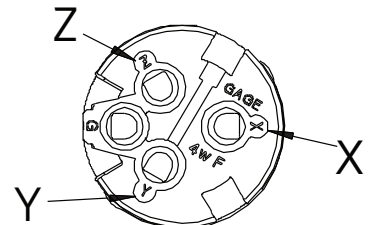
CAT #CS6375
KEY # 8



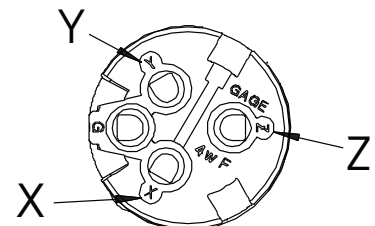
CAT #CS8175
KEY # 9



CAT #CS8375
KEY # 10



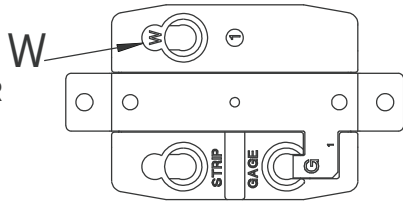
CAT #7958
KEY # 11



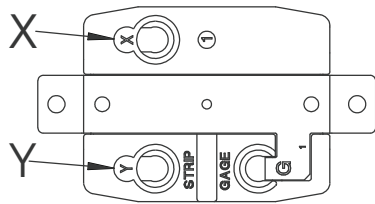
Receptacles



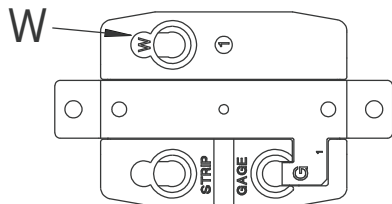
CAT # 6370CR
KEY # 1



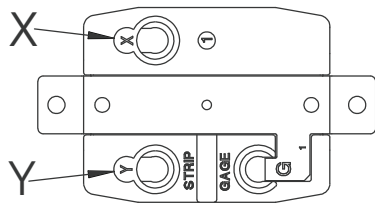
CAT # 3771
KEY # 2



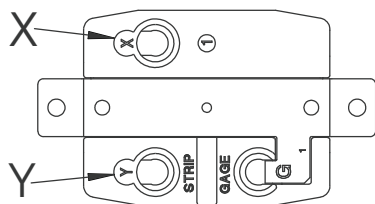
CAT # CS6370
KEY # 3



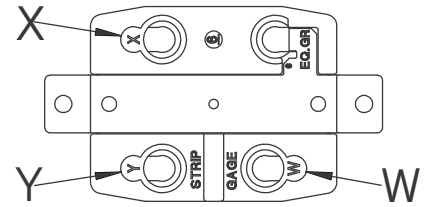
CAT # CS8269
KEY # 4



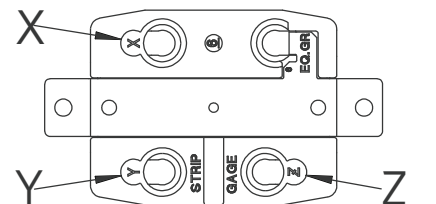
CAT # CS8469
KEY # 5



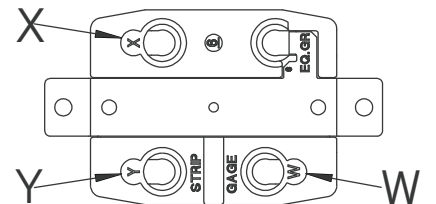
CAT # 6369CR
KEY # 6



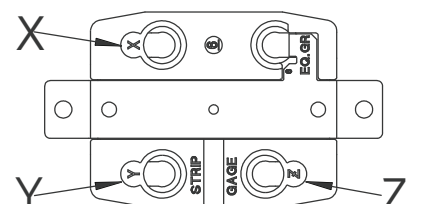
CAT # 3769
KEY # 7



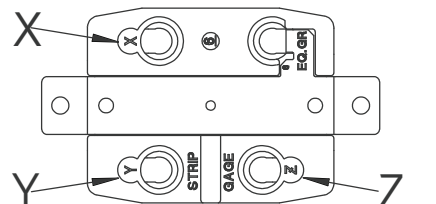
CAT # CS6369
KEY # 8



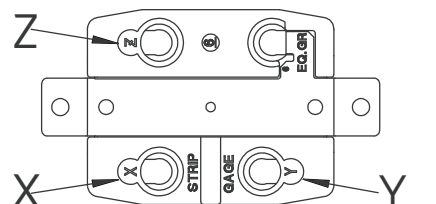
CAT # CS8169
KEY # 9



CAT # CS8369
KEY # 10



CAT # 7379
KEY # 11



Once product to return is identified, please do the following:

If you do **NOT** have a Leviton account number, please return them to your supplier.

If you do have a Leviton account number, follow these steps:

Call 877-978-2032 or email gorrigo@leviton.com

Provide the below information:

- Company Name
- Company contact information
 - Name
 - Phone number
 - Email address
- Leviton account number
- Catalog number(s) you are returning with the quantity of each catalog number
- Indicate if products are installed or in original boxes
- Indicate if you prefer credit to your account or replacement devices
 - If credit, your account will be credited once returns are received
 - If replacement, your account will be credited once returns are received and billed for the replacement
 - If replacement order is desired, a PO# is required
 - NOTE: You must either receive credit or replace all of the units in the return. For example, if you return 5 units, you cannot replace 3 and return 2. You must either replace or receive credit for all 5.

Immediately, once the above information is provided, you will be given:

- Quality Concern (QC) number **to place on all shipping boxes.**
- Shipping information and an account number for pre-paid freight based on weight of the return

Within 2 business days, you will receive an RMA number via email. **This must also be placed on all shipping boxes.**

OUTSIDE - All cartons must be marked with:

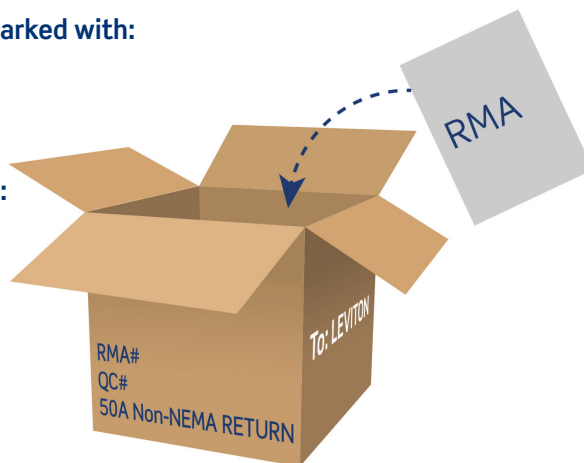
- RMA#
- QC#
- 50A Non-NEMA RETURN

INSIDE - all cartons must include:

- Printed RMA

Return products to:

Leviton Manufacturing
96 Isidor Court
Sparks, NV 89436
Attn: Mark Terrano



THE LEVITON TEAM IS AVAILABLE TO ASSIST.

Dedicated 50 Amp
Customer Support Line:
877-978-2032
Email: Greg Orrigo
gorrigo@leviton.com

Leviton Manufacturing Co., Inc.

201 N Service Rd, Melville, NY 11747

Telephone: 1-800-323-8920 • FAX: 1-800-832-9538

Tech Line (Monday – Friday 8am to 10pm, Saturday 9am to 7pm, Sunday 9am to 5pm - E.S.T.): 1-800-824-3005

Visit our Website at: www.leviton.com/industrial • Email: industrial@leviton.com

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50 Amp Devices

RECALL NOTICE

CATALOG NUMBERS & DATE CODES

CATALOG NUMBERS AFFECTED:

3762C	3771	6365CR	7764C	CS6364C	CS6370	CS8175	CS8365C
3763C	3775	6369CR	7765C	CS6364W	CS6375	CS8264C	CS8369
3764C	3777	6370CR	7958	CS6365C	CS6377	CS8265C	CS8375
3765C	6360CR	6375CR	CS6360C	CS6365W	CS8164C	CS8269	CS8464C
3769	6364CR	7379	CS6361C	CS6369	CS8165C	CS8275	CS8465C
					CS8169	CS8364C	CS8469

AFFECTED DATE CODES ARE AS FOLLOWS:

1E19C0	1F19C0	1G19C0	1H19C0	1I19C0	1J19C0	1K19C0	1L19C0
1E29C0	1F29C0	1G29C0	1H29C0	1I29C0	1J29C0	1K29C0	1L29C0
1E39C0	1F39C0	1G39C0	1H39C0	1I39C0	1J39C0	1K39C0	
1E49C0	1F49C0	1G49C0	1H49C0	1I49C0	1J49C0	1K49C0	
1E59C0				1I59C0		1K59C0	

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Dedicated 50 Amp Customer Support Line: 877-978-2032

Email: Greg Orrigo gorrigo@leviton.com



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