

June 20, 2019

Dear Customer:

You should have recently received an email from Eaton containing an Important Product Safety Bulletin concerning **Eaton CHF 2-Pole 30 and 40 Amp Thermal Magnetic Circuit Breakers** . You should have also been contacted by phone by an Eaton Representative. Nevertheless, out of an abundance of caution, we also wanted to follow up on our previous communications with this letter. We apologize for the multiple communications on this topic, but Eaton takes product safety very seriously and wants to ensure that there are no gaps in the delivery of this notice to you.

As provided in the Important Product Safety Bulletin, CHF 2-Pole 30 (Catalog CHF230/ Style Number 66C3112G35) and 40 Amp Thermal Magnetic Circuit Breakers (CHF240/ Style number 66C3112G37) with date codes May 27, 2019 (“190527”) through May 31, 2019 (“190531”) (“Impacted Products”). **Impacted products have date codes 190527, 190528, 190529, 190530, 190531.** They missed a manufacturing process and may not function properly, causing a potential condition whereby the breakers may not properly trip. Please quarantine and do not sell the Product.

In identifying the Impacted Products, please be advised that our date code format is YYMMDD for YearMonthDate as shown in the Figure 3 below. Figures 3 and 4 show date code examples for a breaker made in 2019, in 5th Month (May) on the 27th day.

Figure 1 -CHF230/66C3112G35



Figure 2- CHF240/66C3112G37



Figure 3 Carton Date Code Example showing “190527”, 2019 (“19”) May (“05”), 27th day “27”

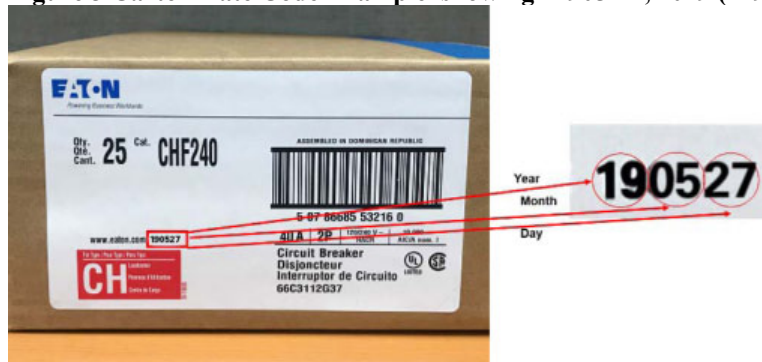


Figure 4 Product Marking Date Code Example- showing “190527”, 2019 (“19”) May (“05”), 27th day “27”



Eaton will provide replacement unit(s) at no cost to you for quarantined Impacted Product.

At this time, we ask you to please follow the actions below:

ACTION 1 – Identify Impacted Products by reviewing the catalog number for each CHF 2-Pole 30 (Catalog CHF230/ Style Number 66C3112G35) and 40 Amp Thermal Magnetic Circuit Breakers (CHF240/ Style number 66C3112G37) in your possession and validate the date code by looking for the six digit date code number on the packaging as shown above in Figure 3, or the product label on the Product itself, as shown on the product photo above in Figure 4. If you have Impacted Product in the date code range, please follow action 2.

ACTION 2 – Quarantine and do not sell the Impacted Product. Then complete and fax or email a completed Confirmation of Corrective Action (attached as Appendix A) for any Impacted Products. The CORE team will enter your claim information and send an email back to you with an authorized claim number and ship to address. If you have a unit identified by this bulletin that requires replacement, a no charge replacement product will be promptly shipped to you.

ACTION 3 - If you are not the end customer for this product and have shipped Impacted Product to a 3rd party, Eaton asks that you forward this notice to the 3rd party by registered carrier and assist us in making arrangements to replace the Impacted Products. Please follow the standard returns procedure to assist the customer. If for some reason you are unable to send this third-party notice, please provide Eaton the name and address of this 3rd party so that Eaton can send this notice for you.

Eaton regrets any inconvenience this issue may cause, but Eaton is committed to providing our partners and customers with reliable, quality products, and, therefore, this remedial action must be taken.

If you have any questions regarding this matter, please contact Eaton’s Center of Return Excellence (CORE) at 800-410-2910 or at CORE@Eaton.com

Thank you in advance for your cooperation and support.

Eaton Residential and Wiring Device Division

Appendix A

Confirmation of Corrective Action

Important Product Reliability Bulletin

XXXXXXXXXX

Please check the appropriate boxes below, supply the requested company information, sign and return by fax or email to:

Fax : 888-225-9805 Eaton Center of Return Excellence (CORE) or email : core@eaton.com

- We have reviewed this bulletin and we have no products that are identified to be replaced.
- We have identified the affected 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. Their address is noted below in box called: "Replacement Ship to Address."
- We have identified our end customer of the product described in this bulletin and have provided the contact information, including shipping address to Eaton as noted below.

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

| <u>Your Purchase Order No.</u> | <u>Eaton's General Order No.</u> | <u>Catalog Number</u> | <u>Quantity</u> |
|--------------------------------|----------------------------------|-----------------------|-----------------|
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| | | | |
| | | | |
| | | | |

Purchased From: _____

Company Name: _____ ***Your Name:*** _____

Branch Location: _____ ***Your Title:*** _____

Contact Phone: _____ ***Signature:*** _____

Contact Fax: _____ ***Date:*** _____

Replacement Ship to Address: