



To Our Valued Legrand Distributors:

Legrand is asking you to immediately stop selling certain Legrand/Pass & Seymour® Commercial-Grade Tamper-Resistant Duplex Receptacles manufactured between October 21, 2019 and January 18, 2020. See list below for impacted products.

| | | | |
|-----------|---------------|-----------|--------------|
| TR15GRY | TR26242BK | TR5252 | WR20TR |
| TR15I | TR26252 | TR5252GRY | WR20TRGRY |
| TR15LA | TR26252BK | TR5252I | WR20TRGRYCC8 |
| TR15W | TR26252GRYCC8 | TR5252LA | WR20TRI |
| TR20 | TR26252I | TR5252W | WR20TRLA |
| TR20BK | TR26252LACC8 | TR5352 | WR20TRW |
| TR20CC8 | TR26252W | TR5352GRY | WR20TRWCC8 |
| TR20GRY | TR26252WCC8 | TR5352I | |
| TR20I | TR26342BK | TR5352LA | |
| TR20ICC8 | TR26342GRY | TR5352W | |
| TR20LA | TR26342I | | |
| TR20LACC8 | TR26342LA | | |
| TR20W | TR26342W | | |
| TR20WCC8 | TR26352 | | |
| | TR26352BK | | |
| | TR26352BKCC8 | | |
| | TR26352GRY | | |
| | TR26352GRYCC8 | | |
| | TR26352I | | |
| | TR26352LACC8 | | |
| | TR26352RBK | | |
| | TR26352RGCC6 | | |
| | TR26352RNICC6 | | |
| | TR26352RW | | |
| | TR26352W | | |
| | TR26352WCC8 | | |

Legrand has learned that the contacts inside some of these devices were manufactured out of specification, which could result in difficulty inserting a plug into the receptacle. In some cases, it could result in improper insertion of the plug.

How can I identify the products?

The following manufacturing date codes identify the impacted products. You can find them on the packaging, consisting of two numeric characters followed by one alpha character.

- 43U, 44U, 45U, 46U, 47U, 48U, 49U, 50U, 51U, 52U, 53U, 01V, 02V

The manufacturing date codes may also be found on the device(s), hot stamped on the back. The date code range in question consists of two alpha characters: “MU”, NU”, “PU” and “AV”. For more information on finding the codes, view the [Manufacturing Date Code Identification Document](#).

What should I do?

We ask that you immediately stop selling these catalog numbers until you can quarantine products with the above date codes.

If some (or all) of these devices have already been sold to your customers, and you can identify these customers, we ask that you immediately contact them, share this notice and make arrangements to have the receptacles returned. Legrand will provide you with replacement product.

What resources can help me?

Please use the [Quarantine Return Form](#) to return the subject product and to obtain replacement product(s), credit or a refund.

If you have any questions or need assistance, please call Customer Service at 1-833-552-0388 or email us at Customer.Support@legrand.us. A special team is dedicated to assist. Your local Legrand sales representative will also be contacting you to provide further assistance.

If any additional information becomes available concerning this matter, we will notify you as soon as possible.

We apologize for any inconvenience and greatly appreciate your help in getting these devices quarantined and returned.

Thank you for your continued support,

Brian DiBella,
President, Electrical Wiring Systems