Eaton Corporation
1000 Cherrington Parkway
Moon Township, PA 15108
1-800-210-6208

March 5, 2009

# Important Product Safety Bulletin
## *Third Notification*
### Eaton/ Cutler-Hammer Brand Labeled Rotary and Toggle Disconnect Switches

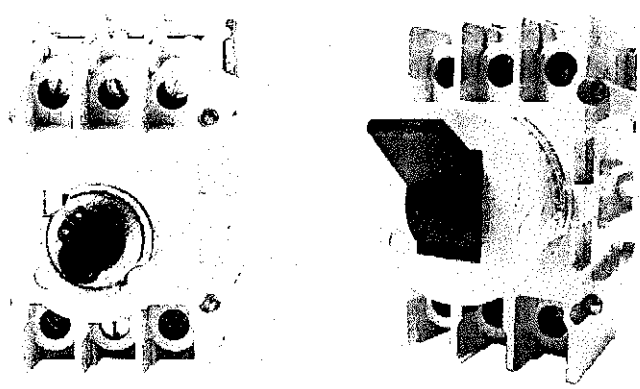
Third Notification of a defect in the disconnect switch that could allow one pole to remain energized when the switch is in the OFF position.

Eaton's supplier informed Eaton that potentially defective switches were manufactured from Week 1 of 2007 to Week 50 of 2007. Please read through this bulletin and take the appropriate actions. If you are not the end customer for this product and have subsequently shipped this product to a 3rd party, Eaton requests that you forward this Bulletin to the end customer. If you have already taken appropriate steps to resolve this issue, then no further action is required.

The suspect switch catalog numbers and enclosed switch catalog numbers are listed in the table in Appendix A, and may have been sold through Eaton warehouses or satellites. **This field action only affects the 60A, 80A, 100A and 125A switches or enclosures containing these switches.** Appendices B and C of this Bulletin contain instructions for determining if you have a switch or enclosed switch that is suspect. If you have a loose or enclosed switch that has not been installed, please return it immediately for replacement (See section "How to Obtain No-charge Replacements").

## Caution

**DO NOT Attempt to identify the switch without ensuring that the upstream protective device is in the "OFF" position de-energizing the disconnect switch.**



**Rotary and Toggle Disconnect Switches**

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The defect for the particular Rotary and Toggle disconnect switches supplied to Eaton and identified in Appendix A is directly related to a defect in a component contained within the switch. For some of the switches that Eaton's supplier manufactured from Week 1 to 50 of 2007, there is the potential that one pole of the switch may remain energized when the switch is in the open position.

A user could move the disconnect handle of an enclosure containing the suspect switch to the "OFF" position and if the switch is defective, the contacts could remain in a closed condition. Thus, the load side of the switch would remain energized despite the visual indication of the enclosure disconnect handle indicating that the switch is "OFF".

# DANGER

## This condition could result in death, serious personal injury or property damage. Follow standard switch installation procedures to inspect and/or replace.

As mentioned in the previous notification you received, our supplier has indicated that you must replace the potentially defective switch or A/C disconnect switch assembly and return it to Eaton Corporation. Until the replacement switch or enclosed switch assembly is installed, you must electrically verify that the switch is not energized while in the open or "OFF" position every time the switch or enclosed switch assembly is operated. **DO NOT ASSUME THAT THE POWER IS DISCONNECTED.**

Appendix B outlines how to determine whether or not a switch is from the suspect batch.
Appendix C outlines how to validate whether or not an A/C disconnect switch assembly is potentially defective.

## Caution: DO NOT Attempt to replace without de-energizing the switch via an upstream device.

If you are not the end customer for this product and have subsequently shipped this product to a 3rd party, please immediately forward this Bulletin.

**How to Obtain No-charge Replacement**

PURCHASED DIRECTLY FROM EATON - If you purchased this recalled product directly from Eaton, ask your Eaton service provider to process the necessary warranty replacement claims through normal service channels to provide a no charge warranty replacement based on Catalog Number and Quantity of nonconforming product that must be replaced.

PURCHASED FROM A NON-EATON DISTRIBUTOR OR OEM - Contact your supplier and ask for replacement/s for the recalled product by Catalog Number, and Quantity. Your distributor or OEM will make the necessary arrangements (a warranty claim) with EATON for replacement parts.

SOURCE UNKNOWN – If you have nonconforming product and need replacement/s but do not know how to contact the appropriate service channel, call 1(800) 210-6208 for assistance.

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The potentially serious consequence of this defect requires us to confirm remedial action has been completed and disclosed to our supplier. **Please complete the form in Appendix D and FAX it to the Product Integrity Center at 412-787-6540, or you may scan the completed form and e-mail to MichaelCValenta@eaton.com.**

We regret any inconvenience caused by this issue, but Eaton's commitment to our partners and customers to provide quality products requires we take this action. Contact us if you have any questions or concerns and thank you in advance for your cooperation and support.

Regards,
PCSO Product Integrity Center

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# Appendix A

## List of Affected Catalog Numbers

| Switch Catalog Number | Enclosed Switch Assembly Catalog Number | Enclosed Switch Assembly Catalog Number | Enclosed Switch Assembly Catalog Number |
|---|---|---|---|
| C362NW60 | ECH1621AAA | ECP5422BAD-R52/G108 47-36540 | ECP5432CAJ-R50/G89 |
| C362NW60MD | ECH1621AAE | ECP5422BAF-R50/G88 | ECX20C1CBC-C1S16S40C11 |
| C362NW80 | ECH1621CAE | ECP5422CAE | SDR3060UIP65RY |
| C362NW100 | ECH1621TAA | ECP5422CAE-R50/G88 | SDR3060UIP65BW |
| C362NW125 | ECH1622AAE | ECP5422CAE-R52/G107 | DPU362R 175948 |
| C362NW80MD | ECH1801CJC-A29R50/G85 | ECP5422CAE-R52/G108 | DR3060UD |
| C362TW60 | ECH1821AJE-H5/D14Z99 | ECP5422CAER52G108 | DR3060UG |
| C362TW80 | ECH1821CAE | ECP5422CAG-R50/G87 | DR3060UW |
| C362TW125 | ECH1821CHA | ECP5422CAG-R50/G88 | DR3060UX |
| C362TW60MD | ECH1821CHE | ECP5432AAG-R50/G89 | DR3080UD |
| C362TW80MD | ECH1821CHE-H5/D13 | ECP5432BAF | DR3080UG |
| | ECH1821CJA-H5/D12 | ECP5432BAF-R50/G88 | DR3080UW |
| | ECH1821CJE | ECP5432BAF-R52/G109 | DR3080UX |
| | ECH1821CJE-A29R50/G88 | ECP5432BAJ-R50/G89 | DR3100UD |
| | ECH1821CJE-R50/G88 | ECP5432CAG | DR3100UG |
| | ECH1821EHD-H5/D14 | ECP5432CAG-R50/G89 | DR3100UW |
| | ECH1821EJD-H5/D6 | ECP5432CAG-R50/G89 F47-36548 | DR3100UX |
| | ECH1821EJE-H5/D15 | ECP5432CAG-R52/G109 | DR3125UW |
| | ECP5422BAD | ECP5432CAG-R52/G109 47-36548 | DR3125UX |
| | ECP5422BAD-R52/G108 | ECP5432CAGR52G109 | 3GAC362NF |
| | | | 3GAC3680NF |

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# Appendix B

Instructions for Determining the Date Code of a Loose or Enclosed Switch
***(If you have an A/C disconnect see Appendix C)***

**WARNING: DO NOT attempt to identify the switch without de-energizing via an upstream device.**

**Step 1**: De-energize circuit by moving upstream device to the "OFF" position.

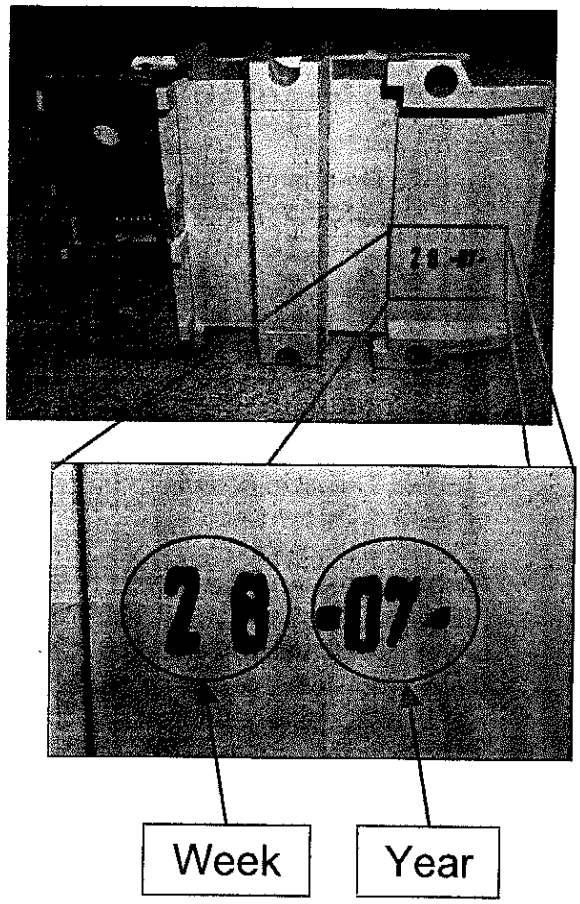
**Step 2**: Move Assembly or Device to the "OFF" position.

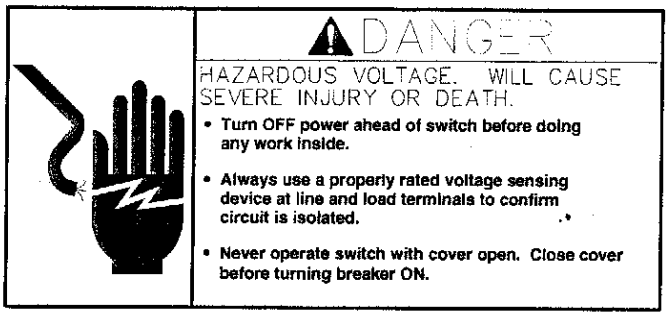
**Step 3**: Use a properly rated voltage sensing device at line and load terminals to confirm circuit is de-energized.

**Step 4**: If installed in and enclosure, open cover and remove the switch. The date code is listed on the bottom of the switch.

**Step 5**: If date code falls between Week 1 of 2007 and Week 50 of 2007 (01 07 and 50 07) then the unit must be replaced. If the date does not fall in the stated time period, the switch can be operated normally. The circuit can be re-energized.

***You must look at the date on the switch itself. The date on the switch and the carton the switch was received in may not match.***



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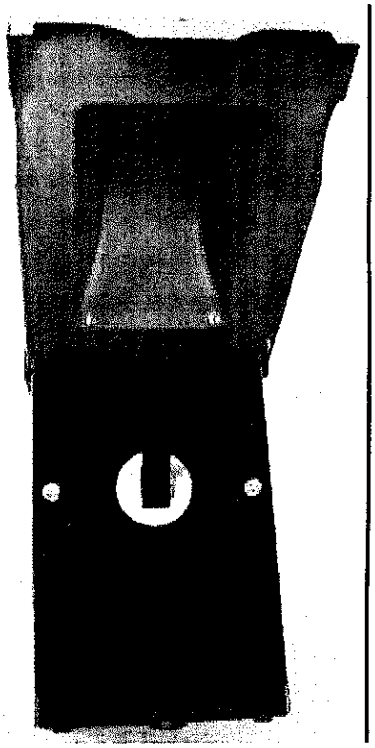
# Appendix C

Instructions for Determining the Date Code of the A/C Disconnect **ONLY.**

## DPU362R



**WARNING: DO NOT attempt to open cover without de-energizing (isolating) the affected enclosed switch assembly via an upstream device.**

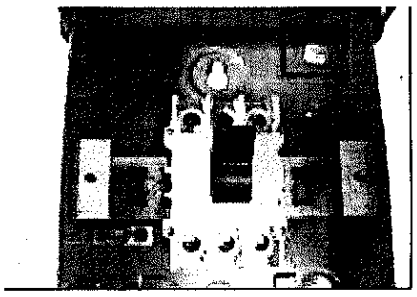
**Step 1**: De-energize circuit by moving upstream device to the "OFF" position.

**Step 2**: Open cover. Move switch to the "OFF" position.

**Step 3**: Remove the plastic inner cover. Use a properly rated voltage sensing device at line and load terminals to confirm circuit is de-energized.

**Step 4**: The date code is listed on the upper right corner inside the case.

**Step 5**: If the A/C disconnect date code falls between Week 1 of 2007 and Week 52 of 2007 (F701& and F752&) then the date code of the switch must be checked (Continue to Step 6). If the A/C disconnect date code does not fall in the stated time period, the unit can be operated normally. The circuit can be re-energized.



**Step 6:** Remove the toggle switch using the din rail release tab mechanism located on the line side of the switch. Inspect the date code located on the back of the switch as outlined in Appendix B. If date code on the switch falls between Week 1 of 2007 and Week 50 of 2007 (1 07 and 50 07) then the switch must be replaced. The replacement switch is C362TW60. If the date does not fall in the stated time period, reinsert the switch and cover plate. The unit can be operated normally. The circuit can be re-energized.