

January 30, 2016

## **WARNING SAFETY NOTICE**

This product advisory is to alert you that there is a typographical error on Type BQD and CQD circuit breaker product labels. The erroneous information could result in the incorrect installation of a Type BQD breaker, manufactured between November 07, 2016 and December 19, 2016, or Type CQD breaker, manufactured between October 31, 2016 and December 19, 2016.

The affected circuit breakers are not mechanically defective. However, the product label lists an interrupting current rating that is incorrect. Installation of the breaker per this erroneous value **could cause a fire resulting in property loss, serious personal injury, or death.**

The affected Circuit Breaker Types are BQD and CQD, in one, two and three pole configurations, 15-100A. The circuit breakers are *incorrectly marked 65kA* for the interrupting current rating at 277 Volts ac (1 Pole) and 480Y/277 Volts ac (2 & 3 Pole). The correct value is **14kA**. All existing product documentation and systems reflect the correct 14kA rating – this value has not changed.

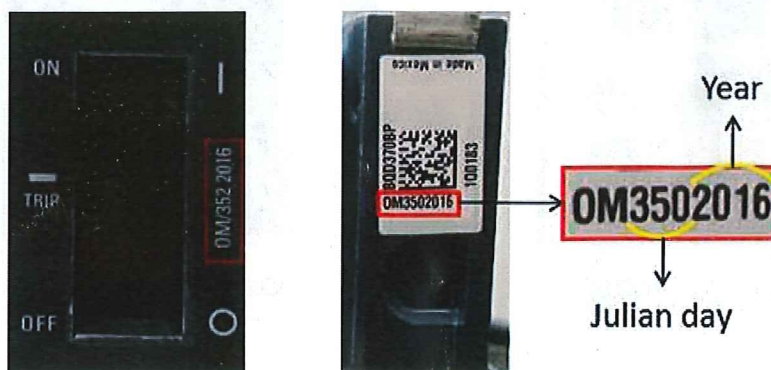
### **Immediate Safety Action Required:**

Return all Type CQD circuit breakers in your possession with a manufacturing date code from October 31, 2016 (OM3052016) through December 19, 2016 (OM3542016) and all type BQD circuit breakers with a manufacturing date code from November 07, 2016 (OM3122016) through December 19, 2016 (OM3542016).

**IMPORTANT:** If you are not currently in possession of these circuit breakers, please forward this safety notice and attachments to your customer, so that they may comply with this request or forward this notice to their customer. In the alternative, Siemens will contact your customers if you can provide their contact information.

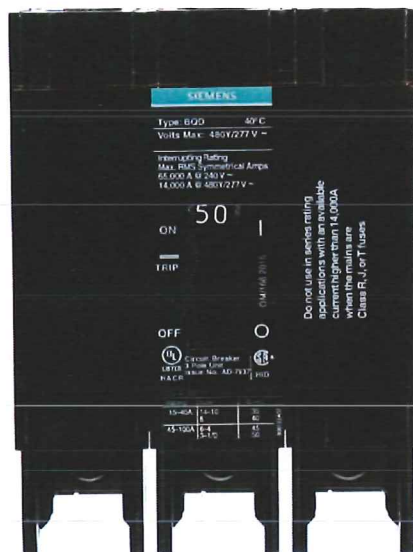
Whether or not you currently have these circuit breakers, please complete and return the BQD/CQD Safety Notice Customer Response Form so that we can track the affected breakers and get them replaced.

These circuit breakers are grey in color, and the pictures below illustrate how to identify the date code of the breaker:

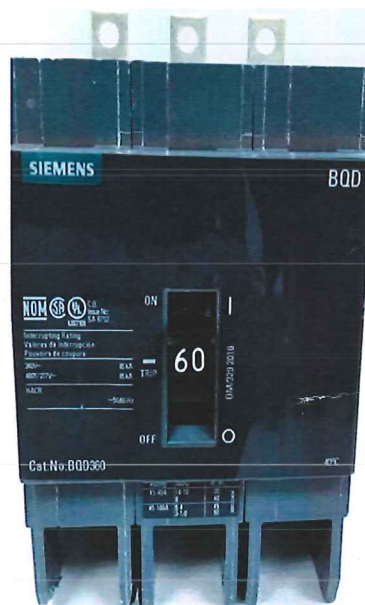


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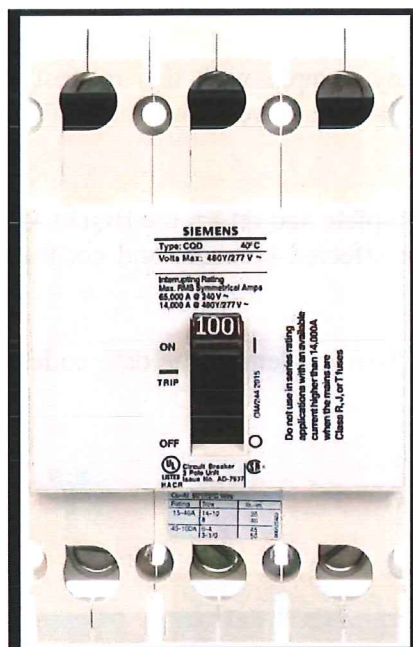
Below are pictures of a CQD and BQD breaker manufactured prior to October 31, 2016 and November 07, 2016, respectively, with an accurate label, and a breaker manufactured after October 31, 2016 and November 07, 2016 with the incorrect label, provided for illustrative purposes.



BQD breaker before 11/07/16



BQD breaker from 11/07/16 to 12/19/16  
(Incorrect label)



CQD breaker before 10/31/16

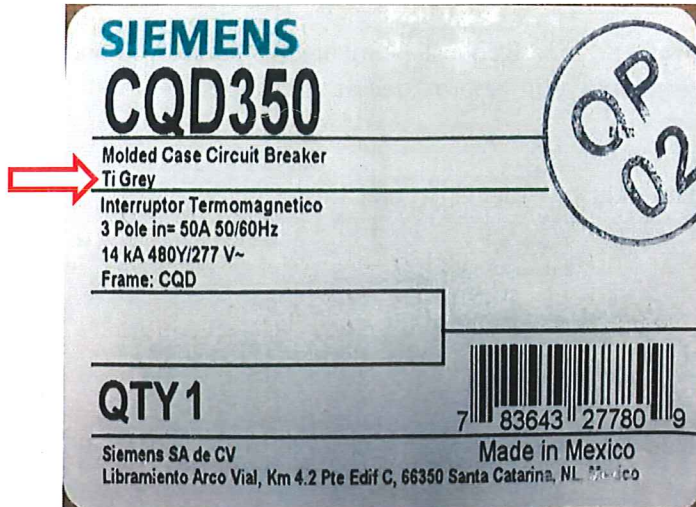


CQD breaker from 10/31/16 to 12/19/16  
(Incorrect label)

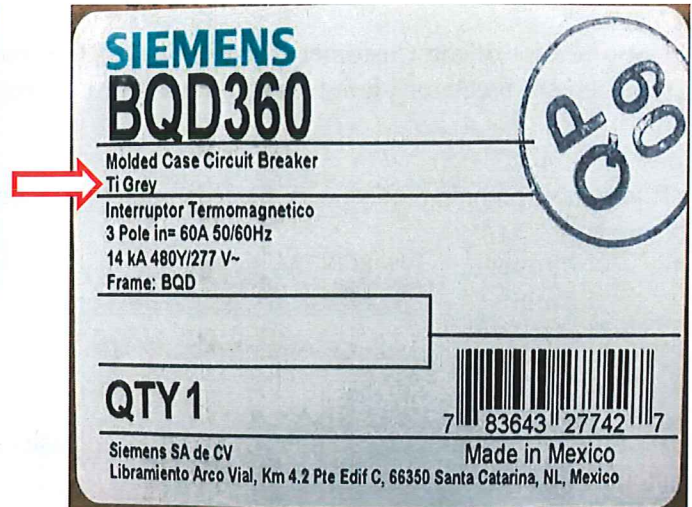


# SIEMENS

Breakers still in their original packaging may be identified by their carton label. All breakers identified as 'Ti Grey' on the carton label should be inspected. If "Ti Grey" does not appear on the carton label, the breakers do not fall within the affected date code range and do not need to be returned. Below are pictures of CQD and BQD breaker Carton Labels manufactured after October 31, 2016 and November 07, 2016, respectively, which indicate the new Color: Ti Grey.



*Carton Label from 10/31/2016 to 12/19/2016*



*Carton Label from 11/07/2016 to 12/19/2016*



Please immediately return the grey color breakers with the identified date codes still in your possession for a replacement by emailing the RGA Request Form to:

**Siemens organization:** Siemens Industry, Inc.  
**Department:** Product Safety Group  
**Phone:** 1-800-756-6996  
**Email:** [psn.industry@siemens.com](mailto:psn.industry@siemens.com)

Upon receipt of the Customer Response and RGA Forms, a Service Request Number will be created and replacement breakers, along with a pre-paid return shipping label, will be provided at no charge.

If you have technical questions, please contact the Siemens Industry, Inc. Customer Care Center:

**Phone:** 1-800-756-6996  
**Email:** [psn.industry@siemens.com](mailto:psn.industry@siemens.com)

If you have any questions on delivery/return, please contact Siemens Industry, Inc. Customer Support and include the Service Request Number:

**Phone:** 1-866-663-7324  
**Email:** [discrepancyresolution@siemens.com](mailto:discrepancyresolution@siemens.com)

Thank you for your cooperation. Please let us know if you have any questions concerning this field action.

Siemens Industry Customer Care Center  
Product Safety Group  
1 Internet Plaza  
Johnson City TN 37601  
800-765-6996  
[psn.industry@siemens.com](mailto:psn.industry@siemens.com)



January 27, 2017

## **RGA Request Form BQD/CQD Breakers**

If you purchased breaker types BQD or CQD with the identified date codes directly from Siemens and you still have these products in your possession, please complete and return this form via email to: [psn.industry@siemens.com](mailto:psn.industry@siemens.com).

Please note that the quantities shipped are the potentially-affected units sold which will need to be verified by date code. The actual number of non-conforming units required for return may be fewer than the total number sold.

If you have products in your possession that were not directly purchased from Siemens, please contact 1-866-663-7234 for further information.

Upon receipt of the Customer Response and RGA forms, a Service Request Number will be created and replacement breakers along with the return shipping labels will be sent out.

Please direct all questions to 1-800-756-6996.

Customer Name: ELECTRIC SUPPLY CENTER CORP  
Customer #: 30028678  
Sold-to Address: 200 MIDDLESEX TURNPIKE  
BURLINGTON, MA 01803  
Ship-to Address: C/O PFIZER 4TH FL - KSQ PO#16059-02  
46 GARDEN ST  
Everett, MA 02149

**Please complete the form on the reverse of this page and return to Siemens.**

PO#	SO#	Invoice Date	Part Number	Description	Qty Shipped	Qty Returned
S1619400	3006211351	12/13/2016	BQD3100	Switchboard	3	

Customer Signature



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Please note that the quantities shipped are the potentially-affected units sold which will need to be verified by date code. The actual number of non-conforming units required for return may be fewer than the total number sold.

If you have products in your possession that were not directly purchased from Siemens, please contact 1-866-663-7234 for further information.

Upon receipt of the Customer Response and RGA forms, a Service Request Number will be created and replacement breakers along with the return shipping labels will be sent out.

Please direct all questions to 1-800-756-6996.

Customer Name: ELECTRIC SUPPLY CENTER CORP

Customer #: 30028678

Sold-to Address: 200 MIDDLESEX TURNPIKE  
BURLINGTON, MA 01803

Ship-to Address: ELECTRIC SUPPLY CENTER  
205 WILDWOOD AVE  
WOBURN, MA 01801

**Please complete the form on the reverse of this page and return to Siemens.**



PO#	SO#	Invoice Date	Part Number	Description	Qty Shipped	Qty Returned
P1055665	3006261612	11/7/2016	BQD120	Loose	20	
P1055746	3006270760	11/9/2016	BQD3100	Loose	2	
		11/9/2016	BQD330	Loose	3	
P1056037	3006287532	11/23/2016	BQD3100	Loose	2	
P1056138	3006295926	11/29/2016	BQD3100	Loose	3	
		11/29/2016	BQD330	Loose	5	
P1056162	3006299386	11/30/2016	BQD320	Loose	6	
P1056291	3006302218	12/6/2016	BQD360	Loose	1	
S1631552	3006267700	11/18/2016	BQD120	Panelboard	20	
		11/18/2016	BQD315	Panelboard	1	
		11/18/2016	BQD325	Panelboard	4	
		11/18/2016	BQD350	Panelboard	1	
s1634266	3006280605	12/2/2016	BQD320	Panelboard	1	
		12/2/2016	BQD330	Panelboard	1	
		12/2/2016	BQD360	Panelboard	1	

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Customer Signature





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## **RGA Request Form BQD/CQD Breakers**

If you purchased breaker types BQD or CQD with the identified date codes directly from Siemens and you still have these products in your possession, please complete and return this form via email to: [psn.industry@siemens.com](mailto:psn.industry@siemens.com).

Please note that the quantities shipped are the potentially-affected units sold which will need to be verified by date code. The actual number of non-conforming units required for return may be fewer than the total number sold.

If you have products in your possession that were not directly purchased from Siemens, please contact 1-866-663-7234 for further information.

Upon receipt of the Customer Response and RGA forms, a Service Request Number will be created and replacement breakers along with the return shipping labels will be sent out.

Please direct all questions to 1-800-756-6996.

Customer Name: ELECTRIC SUPPLY CENTER CORP

Customer #: 30028678

Sold-to Address: 200 MIDDLESEX TURNPIKE  
BURLINGTON, MA 01803

Ship-to Address: McDonald Electrical Corp  
72 Sharp St – Unit 8C  
Hingham, MA 02043

**Please complete the form on the reverse of this page and return to Siemens.**





January 27, 2017

## **RGA Request Form BQD/CQD Breakers**

If you purchased breaker types BQD or CQD with the identified date codes directly from Siemens and you still have these products in your possession, please complete and return this form via email to: [psn.industry@siemens.com](mailto:psn.industry@siemens.com).

Please note that the quantities shipped are the potentially-affected units sold which will need to be verified by date code. The actual number of non-conforming units required for return may be fewer than the total number sold.

If you have products in your possession that were not directly purchased from Siemens, please contact 1-866-663-7234 for further information.

Upon receipt of the Customer Response and RGA forms, a Service Request Number will be created and replacement breakers along with the return shipping labels will be sent out.

Please direct all questions to 1-800-756-6996.

Customer Name: ELECTRIC SUPPLY CENTER CORP

Customer #: 30028678

Sold-to Address: 200 MIDDLESEX TURNPIKE  
BURLINGTON, MA 01803

Ship-to Address: RIVERS ELECTRICAL  
860 WINTER STREET  
WALTHAM, MA 02451

**Please complete the form on the reverse of this page and return to Siemens.**

[illegible]

Customer Signature





January 27, 2017

## **RGA Request Form BQD/CQD Breakers**

If you purchased breaker types BQD or CQD with the identified date codes directly from Siemens and you still have these products in your possession, please complete and return this form via email to: [psn.industry@siemens.com](mailto:psn.industry@siemens.com).

Please note that the quantities shipped are the potentially-affected units sold which will need to be verified by date code. The actual number of non-conforming units required for return may be fewer than the total number sold.

If you have products in your possession that were not directly purchased from Siemens, please contact 1-866-663-7234 for further information.

Upon receipt of the Customer Response and RGA forms, a Service Request Number will be created and replacement breakers along with the return shipping labels will be sent out.

Please direct all questions to 1-800-756-6996.

Customer Name: ELECTRIC SUPPLY CENTER CORP

Customer #: 30028678

Sold-to Address: 200 MIDDLESEX TURNPIKE  
BURLINGTON, MA 01803

Ship-to Address: State Electric  
600 Atlantic Avenue  
Boston, MA 02210

**Please complete the form on the reverse of this page and return to Siemens.**





## BQD/CQD SAFETY NOTICE CUSTOMER RESPONSE FORM

This Customer Response Form is required to **acknowledge receipt of the Product Safety Notice** for the Siemens Circuit Breaker Types BQD and CQD in one, two and three pole configurations, 15-100A and to indicate what we should do to retrieve the affected breakers from you and/or your customers.

Please complete this form and return it to the Siemens Customer Response Center, via email, to [psn.industry@siemens.com](mailto:psn.industry@siemens.com).

In addition, if you have purchased any of the identified product with the associated date codes, and you still have these products in your possession, please complete and return the RGA Request Form.

If you have any questions, please contact 1-800-756-6996 and reference BQD/CQD Circuit Breakers. Thank you for your understanding and cooperation in this matter.

**Please indicate one of the following:** (check the appropriate box)

- ☐ A) *We have already quarantined our inventory and processed our return.*
- ☐ B) *We will submit the RGA Request Form for the inventory we have on hand.*
- ☐ C) *We have no inventory on hand.*

**For those products no longer in your possession, indicate your preferred action below:**

- ☐ A) *We will locate our customers and provide them the BQD/CQD Product Safety Notice.*
- ☐ B) *We will supply Siemens a list of our customers who may have the potentially-affected products and allow Siemens to contact them directly.*

*Our customer list is attached (attach additional pages if necessary):*

Customer Name	Customer Address	Order Number	Contact Name	Contact Phone Number

- ☐ C) *We do not have a list of our customers and do not know who has these products in their facilities.*

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

Siemens Account #: (where applicable) \_\_\_\_\_

Mailing Address: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Company Officer: \_\_\_\_\_

Title: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

