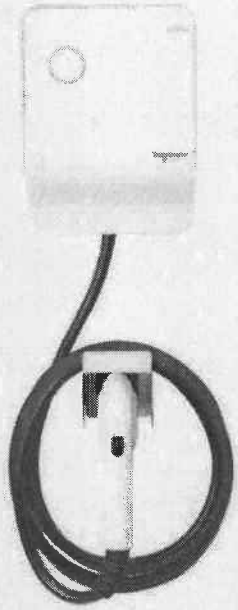
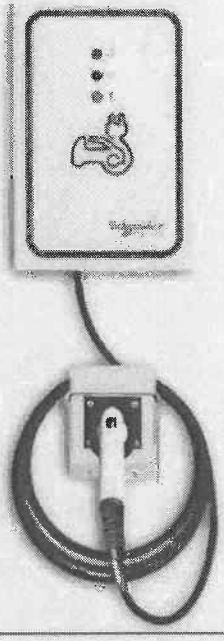
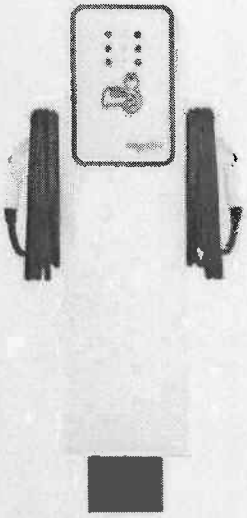
Attachment 1: Photograph of the product (Schneider Electric EVlink)

			
EV230WS Indoor Wall Mount	**EV230WSR** Single Wall Mount Outdoor **EV230WSRR** Single Wall Mount Outdoor with RFID access control	**EV230PSR** Single Pedestal Outdoor **EV230PSRR** Single Pedestal Outdoor with RFID access control **EV230PSRACG** Single Pedestal Outdoor Networked Gateway **EV230PSRACNG** Single Pedestal Outdoor Networked Non-Gateway	**EV230PDR** Dual Pedestal Outdoor **EV230PDRR** Dual Pedestal Outdoor with RFID access control **EV230PDRACG** Dual Pedestal Outdoor Networked Gateway **EV230PDRACNG** Dual Pedestal Outdoor Networked Non-Gateway

Attachment 2: Number of products in the field with potential defect

USA

Customer Contacted?	Number of Connectors Affected	Percentage of Total Connectors Affected	Number of Units Affected	Percentage of Total Units affected
Y	471	83%	436	85%
WIP	70	12%	54	11%
VM	27	5%	21	4%
Total	568	100%	511	100%

Y -Yes	End customer data is known
WIP-Work in Progress	Contacted distributor, they are currently working to get end customer data
VM - Voice Mail	Voice mail left with distributor

Catalog #	EV Charging Station Description	Number of Units Affected	Number of Connectors Affected
EV230PDR	Dual Pedestal Outdoor	25	50
EV230PDRACG	Dual Pedestal Outdoor Networked Gateway	2	4
EV230PDRACNG	Dual Pedestal Outdoor Networked Non-Gateway	2	4
EV230PDRR	Dual Pedestal Outdoor with RFID access control	22	44
EV230PSR	Single Pedestal Outdoor	14	14
EV230PSRR	Single Pedestal Outdoor with RFID access control	5	5
EV230WDRACG	Dual Wall Mount Outdoor Networked Gateway	3	6
EV230WDRACNG	Dual Wall Mount Outdoor Networked Non-Gateway	3	6
EV230WS	Indoor Wall Mount for Residential Application	392	392
EV230WSR	Single Wall Mount Outdoor	35	35
EV230WSRR	Single Wall Mount Outdoor with RFID access control	8	8
Grand Total		511	568

Period (year/month)	Order Number	Customer - retail/distributor/other	Country	City	Catalog Number	Quantity of Units Affected	Number of Connectors affected	Contact info Y/N/WIP	Person Contacted	Comments	Contact Info
											From BenP's email Christopher Elias Manager, Strategic Planning Edison International w: (626) 302-4595 c: (626) 800-9349 PAX: 24595 christopher.elias@edisonintl.com
201212	80822550	CLEAN FUEL CONNECTION INC	USA	ARCADIA	EV230WSRR	1	1	Y	Enid/George	4 or 5 old ones in warehouse- wlk check shipping form dec-march. 1 new unit were sold and install; will check to who Data Pulled from Kristine Manukyan's email. Customer called Ben direct to rush delivery this order.	
201212	32522421	EMPLOYEE PURCHASE-RHODE ISLAND	USA	VARIOUS	EV230WS	1	1	Y	Will Landry	SE Employee	
201212	32669118	GRAYBAR ELECT CO 5818836	USA	PHOENIX	EV230WS	2	2	WIP			
201212	32651294	W W GRAINGER	USA	LAKE FOREST	EV230WSR	3	3	WIP			
201212	32542265	CAPITAL TRISTATE	USA	FREDERICK	EV230WSR	1	1	Y	Branch manager - Darrin Nelson	Sent in by mistake by Leslie Miller - Still in their factory and they're waiting on a return autorization from us to send it back! Need to follow UP!!	
201212	80820803	AEE SOLAR	USA	SAN LUIS OBISPO	EV230WSR	1	1	VM		Left Message	
201212	32692174	SPRINGFIELD ELECTRIC SUP CO	USA	MATTOON	EV230WS	1	1	WIP			
201212	80822248	CONSOLIDATED ELEC DIST	USA	EL PASO	EV230PDR	2	4	WIP			
201212	32568822	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230WSR	2	2	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201212	80820661	F D LAWRENCE ELECTRIC CO	USA	INDIANAPOLIS	EV230WS	2	2	VM	Tom Lambe	Contacted Tom at (937) 222-2300	
201212	80821657	CRESCENT ELEC SUP CO	USA	ELK GROVE VILLAGE	EV230PDR	1	2	WIP			
201212	32511372	ECK SUPPLY COMPANY	USA	BLACKSBURG	EV230PDRR	1	2	Y	Ron Maybaum		(C) 540-357-3840
201212	32594140	ELECTRICAL DISTRIBUTORS CO	USA	SAN JOSE	EV230PDRR	1	2	VM			
201212	32611917	W W GRAINGER	USA	LAKE FOREST	EV230WSR	1	1	WIP			
201212	32603667	STONEWAY ELECTRIC SUPPLY	USA	EVERETT	EV230PDRR	6	12	WIP			
201212	32582307	REXEL	USA	LA MIRADA	EV230PDR	2	4	VM		Left Message	
201212	32511372	ECK SUPPLY COMPANY	USA	BLACKSBURG	EV230PDR	1	2	Y	Ron Maybaum		(C) 540-357-3840
201212	32571388	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230PDR	1	2	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201212	32673990	GRAYBAR ELECT CO 5818836	USA	MELBOURNE	EV230WS	1	1	WIP			
201212	32573465	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230WS	18	18	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201212	32582369	EMPLOYEE PURCHASE-MASSACHUSETTS	USA	VARIOUS	EV230WS	1	1	Y	Peter J Watkinson	SE Employee	
201212	32633105	HOME DEPOT #5542 RDC	USA	ONTARIO	EV230WS	12	12	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201212	32572868	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230WSRR	1	1	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201212	32589478	HOME DEPOT #0632	USA	SAN MATEO	EV230WS	1	1	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201212	80822267	HANSEN ELECT SUPPLY INC	USA	FRAMINGHAM	EV230PDR	1	2	Y	Patrick Willaby	Unit went to Wellsley College - StephenSette@hotmail.com - End Customer info: Wellsley College - Patrick Willaby cell: 617-633-9571	617-633-9571
201212	32482489	W W GRAINGER	USA	LAKE FOREST	EV230PDR	1	2	WIP			
201212	32494139	ELECTRICAL DISTRIBUTORS CO	USA	SAN JOSE	EV230PDRR	2	4	VM			
201212	32619032	ALL-PHASE ELEC SUP CO	USA	EAST WINDSOR HILL	EV230WSR	1	1	VM			
201212	32679020	CRESCENT ELEC SUP CO	USA	MCHENRY	EV230WSRR	2	2	WIP			
201212	31729423	ELECTRICAL ENGINEERING & EQUIP	USA	LEXINGTON	EV230PSR	2	2	Y	Jeff at Corner stone Electric	Customer: Cornerstone Electric (Jeff) - 308-830-2594 - Spoke with and emailed (cornerstoneelectric@charter.net) Jeff on 9.18. He is currently installing the units at a federal facility, and will get us the contact info as soon as the installation is complete by the end of the month. In the meantime he will be point of contact	Cornerstone Electric (Jeff) - 308-830-2594 - Spoke with and emailed (cornerstoneelectric@charter.net)

Period (year/month)	Order Number	Customer - retail/distributor/other	Country	City	Catalog Number	Quantity of Units Affected	Number of Connectors affected	Contact info Y/N/WIP	Person Contacted	Comments	Contact Info
201212	80825053	HD SUPPLY-HSI #0084	USA	ORLANDO	EV230WS	1	1	Y	Greg??	I didn't get much more info before we were called off by Mike and Bill Snyder's team. That said, on HD Supply in Orlando, I did find that the contractor was Palmer Electric in Winter Park Florida When I contacted Palmer, they said that this particular unit had actually been returned to HD Supply because the customer was no longer interested in the install.	
201212	32574008	VIKING ELECTRIC SUPPLY INC	USA	WAUSAU	EV230WSR	2	2	Y	Ken	OK 1 unit sold to contractor, and in. Leonard Electric contractor on dec 12 - Probably installed by now	
201212	30192902	CRESCENT ELEC SUP CO	USA	KANSAS CITY	EV230PSRR	1	1	WIP			
201212	32552494	CONSOLIDATED ELEC DIST	USA	DENVER	EV230WSR	1	1	WIP	Gary	passed alongg med to BM	303) 623-1233
201212	32669890	LOWE'S COMPANIES INC	USA	N WILKESBORO	EV230WS	6	6	Y		Lowes Quality Assurance Mgr "Brian Severson" was notified both verbally and email. Lowes agreed to engage their 3rd party service provider to help SE notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201212	32589491	LOWE'S #2954	USA	VANCOUVER	EV230WS	1	1	Y		Lowes Quality Assurance Mgr "Brian Severson" was notified both verbally and email. Lowes agreed to engage their 3rd party service provider to help SE notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201212	32579685	MEMO CHARGE ACCOUNT	USA	N/A	EV230PDRR	1	2	WIP	Susan Donahue		
201212	32605317	MEMO CHARGE ACCOUNT	USA	N/A	EV230PSRR	1	1	WIP	Susan Donahue		
201212	32608954	MEMO CHARGE ACCOUNT	USA	N/A	EV230PDR	1	2	WIP	Susan Donahue		
201212	32579798	MEMO CHARGE ACCOUNT	USA	N/A	EV230PSRR	1	1	WIP	Susan Donahue		
201212	32579685	MEMO CHARGE ACCOUNT	USA	N/A	EV230WSRR	1	1	WIP	Susan Donahue		
201212	32619085	MEMO CHARGE ACCOUNT	USA	N/A	EV230WSR	2	2	Y	Susan Donahue		Jim Polzin - Delzer Lithograph Inc, 510 S. West Ave, Waukesha, WI 53186
201212	32605317	MEMO CHARGE ACCOUNT	USA	N/A	EV230PDRR	3	6	Y	Ben P	All contained in Lex	Ben P - 859 - 290- 9732
201301	32722213	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230PDRR	2	4	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32783713	CONSOLIDATED ELEC DIST	USA	DENVER	EV230WS	1	1	WIP	Gary	same see below status	303) 623-1233
201301	32769739	TAC AMERCIAS	USA	LAS VEGAS	EV230WDRACG	2	4	Y			Eric Dominguez | Corporate Director Engineering, Utilities & Environmental Affairs One Caesars Palace Drive, Las Vegas, NV 89109 T: 702.880.6876 | M: 702.343.9501 | F: 702.407.6079 E-mail: edominguez@caesars.com | www.caesars.com
201301	32693983	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230PSR	1	1	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32786038	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230WS	23	23	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	80829566	ELEC SUP CO OF RALEIGH	USA	RALEIGH	EV230WS	1	1	WIP	Ken Kennedy	Spoke with Ken Kennedy. He's going to try and find who sold the unit and have them call me	
201301	80828074	SCHNEIDER ELECTRIC IT CORPORATION	USA	WEST KINGSTON	EV230WS	24	24	Y		Best Buy was notified both verbally and email. Best Buy has all the end customer data as this is an online only product. Best Buy tentatively agreed to help SE notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32770148	TAC AMERCIAS	USA	LAS VEGAS	EV230PDRACNG	1	2	Y			Eric Dominguez | Corporate Director Engineering, Utilities & Environmental Affairs One Caesars Palace Drive, Las Vegas, NV 89109 T: 702.880.6876 | M: 702.343.9501 | F: 702.407.6079 E-mail: edominguez@caesars.com | www.caesars.com
201301	32728732	W W GRAINGER	USA	LAKE FOREST	EV230WSR	1	1	W P			
201301	32757676	HOME DEPOT #0133	USA	CARTERSVILLE	EV230WS	1	1	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32769739	TAC AMERCIAS	USA	LAS VEGAS	EV230WDRACNG	2	4	Y			Eric Dominguez | Corporate Director Engineering, Utilities & Environmental Affairs One Caesars Palace Drive, Las Vegas, NV 89109 T: 702.880.6876 | M: 702.343.9501 | F: 702.407.6079 E-mail: edominguez@caesars.com | www.caesars.com
201301	32732224	SUMMIT ELECTRIC SUP CO INC	USA	ALBUQUERQUE	EV230WSRR	2	2	VM			

Period (year/month)	Order Number	Customer - retail/distributor/other	Country	City	Catalog Number	Quantity of Units Affected	Number of Connectors affected	Contact Info Y/N/WIP	Person Contacted	Comments	Contact Info
201301	32801479	REXEL	USA	FORT WORTH	EV230PDR	1	2	WIP	John Canty	Left Message #2 on 3/18, (Customer, Alcon Labs, has already received a replacement - CTA Case number 5684865]	
201301	32818338	HOME DEPOT #5087 RDC	USA	REDLANDS	EV230WS	19	19	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	80813775	CONSOLIDATED ELEC DIST	USA	SAINT AUGUSTINE	EV230PSR	1	1	WIP			
201301	32705566	POWER SECURE	USA	WAKE FOREST	EV230PSR	3	3	VM	Eric Scanlin	Left Message	
201301	32770079	TAC AMERCIAS	USA	LAS VEGAS	EV230WDRACNG	1	2	Y			Eric Dominguez | Corporate Director Engineering, Utilities & Environmental Affairs One Caesars Palace Drive, Las Vegas, NV 89109 T: 702.880.6876 | M: 702.343.9501 | F: 702.407.6079 E-mail: edominguez@caesars.com | www.caesars.com
201301	32825197	GRAYBAR ELECT CO 5818836	USA	MINNEAPOLIS	EV230WS	1	1	Y			APPLIED ENERGY INNOVATIONS - 4357 MINNEHAHA AVE S., MINNEAPOLIS, MN, 55406-3508, (612)-298-9404
201301	32759517	HOME DEPOT #5643 RDC	USA	TOLLESON	EV230WS	2	2	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	80825248	GRANITE CITY ELEC SUP CO	USA	EAST TAUNTON	EV230PDR	1	2	WIP	Bob Cook	Going to collect names and get back to me. Sent follow-up email 3/18	
201301	X27900NN	STANDARD ELECTRIC CO INC	USA	MIDLAND	EV230WSR	2	2	WIP			
201301	32810359	C E D D/B/A CALIFORNIA ELEC SUP	USA	SANTA MARIA	EV230PSR	1	1	VM	Michael Lopez	Left Message	
201301	80831365	ECK SUPPLY COMPANY	USA	NEWPORT NEWS	EV230WS	1	1	Y	Aaron Hatchett	Contractor that bought unit: Aaron Hatchett (757) 725-0931	(757) 725-0931
201301	32772647	HOME DEPOT #5641 RDC	USA	TRACY	EV230WS	21	21	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32717219	ALL-PHASE ELEC SUP CO	USA	EAST WINDSOR HILL	EV230WS	1	1	VM			
201301	32816674	LOWE'S COMPANIES INC	USA	N WILKESBORO	EV230WS	8	8	Y		Lowes Quality Assurance Mgr "Brian Severson" was notified both verbally and email. Lowes agreed to engage their 3rd party service provider to help SE notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32744188	MADISON ELECTRIC CO	USA	WARREN	EV230PDR	1	2	VM	Pat		
201301	32804998	HOME DEPOT #5641 RDC	USA	TRACY	EV230WS	21	21	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32740653	ECK SUPPLY COMPANY	USA	BLACKSBURG	EV230WS	1	1	Y	Ron Maybaum		(C) 540-357-3840
201301	32770148	TAC AMERCIAS	USA	LAS VEGAS	EV230PDRACG	1	2	Y			Eric Dominguez | Corporate Director Engineering, Utilities & Environmental Affairs One Caesars Palace Drive, Las Vegas, NV 89109 T: 702.880.6876 | M: 702.343.9501 | F: 702.407.6079 E-mail: edominguez@caesars.com | www.caesars.com
201301	32759516	HOME DEPOT #5642 RDC	USA	ONTARIO	EV230WS	17	17	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32804542	EMPLOYEE PURCHASE-ILLINOIS	USA	VARIOUS	EV230WS	1	1	Y	Dan Fagan	SE Employee	
201301	32729969	GRAYBAR ELECT CO 5818836	USA	WILLISTON	EV230PDR	1	2	Y			PRATT & SMITH INC - 578 ROUTE 7 SOUTH, MILTON, VT, 05468-3809, (802)-893-1437
201301	80832990	F D LAWRENCE ELECTRIC CO	USA	INDIANAPOLIS	EV230WS	2	2	VM	scott	Contacted Scott at 317-549-1100	
201301	32726952	ECK SUPPLY COMPANY	USA	BLACKSBURG	EV230WS	1	1	Y	Ron Maybaum		(C) 540-357-3840
201301	32768303	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230PDR	1	2	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32807945	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230WS	37	37	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	

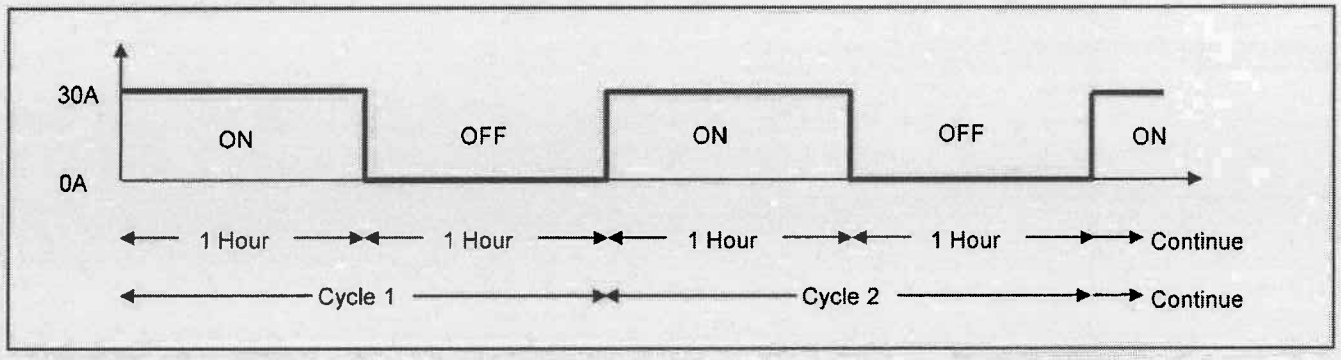
Period (year/month)	Order Number	Customer - retail/distributor/other	Country	City	Catalog Number	Quantity of Units Affected	Number of Connectors affected	Contact info Y/N/WIP	Person Contacted	Comments	Contact Info
201301	32770079	TAC AMERICAS	USA	LAS VEGAS	EV230WDRACG	1	2	Y			Eric Dominguez | Corporate Director Engineering, Utilities & Environmental Affairs One Caesars Palace Drive, Las Vegas, NV 89109 T: 702.880.6876 | M: 702.343.9501 | F 702.407.6079 E-mail: edominguez@caesars.com | www.caesars.com
201301	80829402	COOPER ELECTRIC SUPPLY CO(CENTRL WI	USA	MONROE TOWNSHIP	EV230WSR	2	2	Y	Rick Murdock/Anthony Merola	Ordered By: Unity Electric - 1 madison st. east rutherford, NJ 07073 FOR CUSTOMER: Prudential 6 academy street newark NJ	Unity Electric - 1 madison st. east rutherford, NJ 07073
201301	X11712NN	COOPER ELECTRIC SUPPLY CO	USA	LINDEN	EV230WSR	2	2	Y	Rick Murdock/Anthony Merola	Ordered By: Unity Electric - 1 madison st. east rutherford, NJ 07073 FOR CUSTOMER: Prudential 6 academy street newark NJ	Unity Electric - 1 madison st. east rutherford, NJ 07073
201301	X29581NN	HOME DEPOT CORPORATE	USA	ATLANTA	EV230WS	30	30	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201301	32828259	MEMO CHARGE ACCOUNT	USA	N/A	EV230WSRR	1	1	Y	Susan Donahue		Kristine - Clean Fuel Connection - 127 La Porte St, Unit M, Arcadia, CA 9.006 (626) - 445-1445
201301	32676951	MEMO CHARGE ACCOUNT	USA	N/A	EV230PDRR	2	4	Y	Ben P	All contained in Lex	Ben P - 859 - 230-9732
201301	32747719	MEMO CHARGE ACCOUNT	USA	N/A	EV230PSR	1	1	Y	Susan Donahue		Ron Maybaum- 2901 Prosperity Rd, Blacksburg, VA 24060-644
201301	32674849	MEMO CHARGE ACCOUNT	USA	N/A	EV230WSR	1	1	Y	Susan Donahue		Scott Phillips - 9640 Piqua Lockington Rd, Piqua, OH 45356
201301	32758151	MEMO CHARGE ACCOUNT	USA	N/A	EV230PDRR	2	2	Y	Susan Donahue		Bill Neamand - 2321 Blue Ridge Blvd, Seneca, SC 29672
201302	32897363	MEMO CHARGE ACCOUNT	USA	N/A	EV230WSR	1	1	Y	Susan Donahue		Galen Osborn - Anderson Howard, 1791 Reynolds Ave, Irvine, CA 92614-5711 (714) - 231-4305
201302	32084390	MEMO CHARGE ACCOUNT	USA	N/A	EV230PSRR	1	1	Y	Susan Donahue		John Troyer - Schneider Electric - 252 N. Tippecanoe St. Peru, Indiana 46970
201302	32925695	W W GRAINGER	USA	LAKE FOREST	EV230WSR	1	1	WIP			
201302	32743282	GRAYBAR ELECT CO 5818836	USA	GLENDALE HEIGHTS	EV230PDRR	1	2	WIP			
201302	32857846	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230PDRR	1	2	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	32869699	GRAYBAR ELECT CO 5818836	USA	EL PASO	EV230PSRR	1	1	Y			ROCA ELECTRICAL - 10360 Cavalier, EL Paso, TX 79924-263 (915)-731-2074
201302	80834444	C E D D/B/A ROYAL WHOLESALE ELEC	USA	SAN CARLOS	EV230PDRR	1	2	Y	Jackob McKinley	tel. tag- asked for hold on inventory. Current customer: Visa Corp Contact infor from CCC case tracker Jerry Lokollo, Lone Tree, CO 303-799-1382	Jerry Lokollo - 303-799-1382
201302	32825173	HOME DEPOT #5642 RDC	USA	ONTARIO	EV230WS	31	31	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	32853060	REXEL	USA	NORFOLK	EV230WS	1	1	Y	Keith Daily (757) 376-8973	Ken Smoker (contractor) - 757-827-1777 -	End Customer: Stephen Mosely 36 Stoneyridge Ave. Suffolk VA 23435 email: clearglass457@gmail.com
201302	32850283	EMPLOYEE PURCHASE-MINNESOTA	USA	VARIOUS	EV230WS	1	1	Y	Alan Patchin	SE Employee	
201302	32831751	HAGEMEYER NORTH AMERICA INC	USA	NORCROSS	EV230PDR	4	8	Y	Scott Kilgore	Spoke with Danny Baker. They sold the units to Worry Free Power - Contact Scott Kilgore 678-773-0064. Left VM message for Scott on 3.18	678-773-0064.
201302	32836969	W W GRAINGER	USA	LAKE FOREST	EV230PSR	2	2	WIP			
201302	32921358	W W GRAINGER	USA	LAKE FOREST	EV230WSR	1	1	WIP			
201302	32843414	REXEL	USA	SAN DIEGO	EV230WS	1	1	WIP			
201302	32933190	GRAYBAR ELECT CO 5818836	USA	MEDLEY	EV230WS	1	1	Y		Returned unit with Graybar and contained	
201302	32856300	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230WS	53	58	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	80839577	CONSOLIDATED ELEC DIST	USA	BELLINGHAM	EV230PDR	1	2	WIP			
201302	32947680	GRAYBAR JOLIET RDC	USA	JOLIET	EV230WS	1	1	WIP			
201302	32727858	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230PSR	1	1	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	31739990	COOPER ELECTRIC SUPPLY CO	USA	ELMSFORD	EV230PDRACNG	1	2	Y	Rick Murdock/Anthony Merola	Ordered By: Unity Electric - 1 madison st. east rutherford, NJ 07073 FOR CUSTOMER: Prudential 6 academy street newark NJ	Unity Electric - 1 madison st. east rutherford, NJ 07073

Period (year/month)	Order Number	Customer - retail/distributor/other	Country	City	Catalog Number	Quantity of Units Affected	Number of Connectors affected	Contact Info Y/N/WIP	Person Contacted	Comments	Contact Info
201302	32877089	GRAYBAR ELECT CO 5818836	USA	DENVER	EV230WS	2	2	WIP			
201302	32857156	HOME DEPOT #5642 RDC	USA	ONTARIO	EV230WS	1	1	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	32768143	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230WSR	1	1	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	32915380	GRAYBAR JOLIET RDC	USA	JOLIET	EV230WS	1	1	WIP			
201302	32861794	GRAYBAR ELECT CO 5818836	USA	MELBOURNE	EV230WS	1	1	WIP			
201302	32930807	GRAYBAR ELECT CO 5818836	USA	BOSTON	EV230PDR	1	2	Y			MSC INDUSTRIAL DIRECT CO/DT - 75 Maxess Rd, Melville, NY, 11747-3151, (516)-812-1884
201302	32929691	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230PDR	1	2	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	32836966	W W GRAINGER	USA	LAKE FOREST	EV230PSR	2	2	WIP			
201302	31729423	ELECTRICAL ENGINEERING & EQUIP	USA	LEXINGTON	EV230WSR	3	3	Y	Jeff at Cornerstone Electric	Customer: Cornerstone Electric (Jeff) - 308-830-2594 - Spoke with and emailed (cornerstoneelectric@charter.net) Jeff on 3.18. He is currently installing the units at a federal facility, and will get us the contact info as soon as the installation is complete by the end of the month. In the meantime he will be point of contact.	Cornerstone Electric (Jeff) - 308-830-2594 - Spoke with and emailed (cornerstoneelectric@charter.net)
201302	32771065	GRAYBAR FRESNO RDC	USA	FRESNO	EV230WSR	1	1	WIP			
201302	32821796	YOUR OTHER WAREHOUSE	USA	BATON ROUGE	EV230WSR	1	1	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	32896159	ALL-PHASE ELEC SUP CO	USA	BURBANK	EV230WSR	1	1	VM			
201302	32834639	GRAYBAR ELECT CO 5818836	USA	MEMPHIS	EV230PDR	1	2	Y			NKC OF AMERICA - 1584 E Brooks Rd, Memphis, TN 38116-193 (901) 395-6334
201302	32925692	W W GRAINGER	USA	LAKE FOREST	EV230WSR	1	1	WIP			
201302	32896159	ALL-PHASE ELEC SUP CO	USA	BURBANK	EV230WS	1	1	VM			
201302	32862101	CONSOLIDATED ELEC DIST	USA	DENVER	EV230WS	1	1	WIP	Dave Ticker	sold 2 to National Car 2430W5 + 1 2430 in stock - is putting a hold on it.	3036231233
201302	80639689	AMERICAN ELECTRIC CO	USA	TOPEKA	EV230WS	1	1	Y		Rodney Gelbel - 816-304-7217	
201302	31739990	COOPER ELECTRIC SUPPLY CO	USA	ELMSFORD	EV230PDRACG	1	2	Y	Rick Murdock/Anthony Merola	Ordered By: Unity Electric - 1 madison st. east rutherford, NJ 07073 FOR CUSTOMER: Prudential 6 academy street newark NJ	Unity Electric - 1 madison st. east rutherford, NJ 07073
201302	32868875	REXEL	USA	FORT WORTH	EV230PDR	1	2	Y	John Canty	Left Message #2 on 3/18, (Returned to Schneider Electric on RMA 435643201)	
201302	32935937	GRAYBAR ELECT CO 5818836	USA	MEDLEY	EV230WS	1	1	Y		Returned unit with Graybar and contained	
201302	32837792	HOME DEPOT #5641 RDC	USA	TRACY	EV230WS	21	21	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	32934863	HOME DEPOT #5641 RDC	USA	TRACY	EV230WS	13	13	Y		Home Depot's online merchant "Richard Atalla" was notified both verbally and email. Home Depot agreed to notify and direct all impacted customers to Schneider for field replacement. Awaiting CPSC approval.	
201302	32921357	W W GRAINGER	USA	LAKE FOREST	EV230WSR	1	1	WIP			
201302	80840577	CONSOLIDATED ELEC DIST	USA	PORTLAND	EV230WSR	1	1	WIP		left mes.	3036231233
201302	32932156	GRAYBAR ELECT CO 5818836	USA	HONOLULU	EV230PDR	1	2	Y			ROCA ELECTRICAL - 10360 Cavalier, El Paso, TX 79924-263 (915)-731-2C74

Attachment 3: Technical Logs and Field Reports

Normal Temperature Profile Test

Test Conditions:
These test conditions simulate a normal charging profile. This test is conducted at room temperature (20 to 25C)



When starting the ON portion of the cycle, the connector is plugged into the vehicle inlet, 30A of current is applied through 1 power terminal and returns through the other (for Type 1 cord set).

After 1 hour, the temperature of the terminals is measured, the current is turned off, the connector is unplugged.

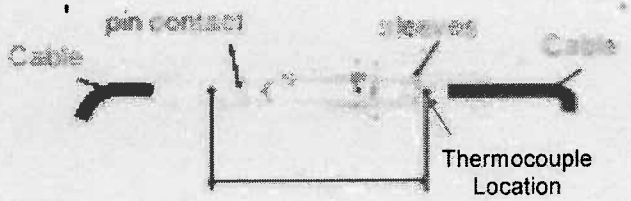
After 1 hour of cooling, the cycle is repeated.

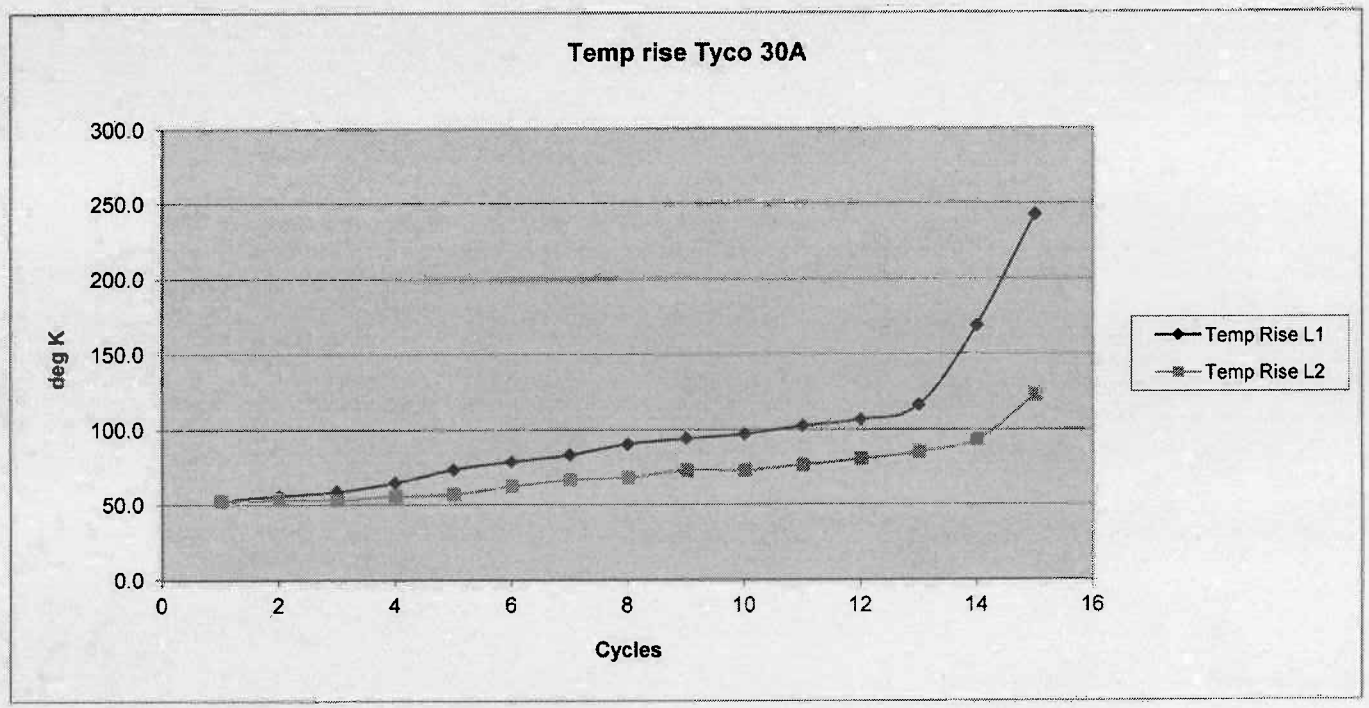
Ambient temperature is typical room temperature, 20 to 25 deg C.

Test current is 30Arms at 60Hz.

Complete test is run for 225 cycles.

Note: Testing did not continue overnight or through the weekend. The connector and inlet remained unplugged during these times.


Cable
pin contact
Cable
Thermocouple
Location


Temp rise Tyco 30A
300.0
250.0
200.0
150.0
100.0
50.0
0.0
deg K
0
2
4
6
8
10
12
14
16
Cycles
Temp Rise L1
Temp Rise L2

TYCO

Cycle	L1	Amb	rise	L2	Amb	rise	Test Date	
1	76.7	24.3	52.4	76.9	24.3	52.6	02/21/2013	
2	80.3	24.3	56.0	77.8	24.3	53.5	02/21/2013	
3	83.1	24.3	58.8	77.7	24.3	53.4	02/21/2013	
4	89.0	24.3	64.7	80.0	24.3	55.7	02/21/2013	Off and unplugged overnight
5	97.0	23.5	73.5	80.4	23.5	56.9	02/22/2013	
6	102.3	23.5	78.8	85.6	23.5	62.1	02/22/2013	
7	106.8	23.5	83.3	89.8	23.5	66.3	02/22/2013	
8	113.8	23.5	90.3	91.5	23.5	68.0	02/22/2013	Off and unplugged over the weekend
9	118.5	24.3	94.2	97.5	24.3	73.2	02/25/2013	
10	121.5	24.3	97.2	97.4	24.3	73.1	02/25/2013	
11	126.8	24.3	102.5	100.7	24.3	76.4	02/25/2013	
12	131.0	24.3	106.7	104.6	24.3	80.3	02/25/2013	Off and unplugged overnight
13	140.5	24.4	116.1	109.4	24.4	85	02/26/2013	
14	192.4	23.7	168.7	117.0	23.7	93.3	02/26/2013	
15	266.1	23.7	242.4	146.7	23.7	123	02/26/2013	

Test stopped after 15 cycles due to connector damage.

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Case: 03934097

Subject	EV230WS Not functioning		
Case Number	03934097	Category	4 - Post-Sales Tech Support*
Related Case		Reason	Troubleshooting*
Case Owner	Craig Wallace	Sub Reason	Product Dissatisfaction*
	[Change Team]	Other Reason	
Status	Open/Escalation to Advanced		
CCC Country	USA	Related Product(s)	[Change Product]
Account Name	CITY OF BURBANK WATER AND POWER DEPARTMENT	Commercial Reference	EV230WS
Contact Name	John Regan	Material Description	INDOOR EV CHARGING STATION-LEVEL 2/30 WA
Case Origin	Phone	Family	GDP UTILISE PAR GMR
Customer Mood		Quantity	1
		Serial Number(s)	1302467006A0
Complaint	Yes	Date Code(s)	
Priority	Normal	Software Version	
Due Date		Symptom	Appearance - Burnt
TECH_SLA			[Change Symptom]
Spam			
Preferred Outbound Media			
PCR External Reference Count	0		

Description

Customer Request

EV2430WS was purchased 1-1/2 to 2 weeks ago and was working fine but connector 'fried' at the car and at the charger itself. They have good steady voltage. What happened? Has this happened before? For their RAV4 electric.
From: Regan, John (JRegan@burbankca.gov)
Sent: Mar 28, 2013 10:37:26 AM
Subject: RE: Schneider Electric EV230WS [ref:_00DA0abSm._500A0DSxQe:ref]

Craig,
Sounds great, before your company comes onsite to replace the charge cord they need to contact purchasing for insurance requirements for onsite work@ 818-238-5466.
Thanks,
John Regan

Acting Fleet Manager/BWP
818-238-3786

Answer To Customer	Please call Mr. Regan for discussion. Thank you. 3/26 - Emailed customer to find best contact time. 3/26 - Response received and intial call went to voicemail. 3/26 - Subsequent call - spoke with John and verified that 'fried' does mean melted. The plastic on both the inlet and plug are slightly deformed, not as bad as seen in the pictures he referenced to on line about a Blink station. Person charging noticed that it was becoming increasingly difficult to plug and unplug the charger. Car and equipment was brought to local dealership for investigation of problem and resolution. Called Jim at dealership and left voicemail requesting information. 626-289-8000. Informed John of placing call to dealership and told him about a product hold being in place on the EV products. Promised would be back in touch with him as soon as possible because damage did occur on the equipment. Customer has 5 Evs and the level 2 charge station was a pilot before purchasing more. (2 Rav4, 3 Ford Focus) 3/26 - Called customer to request date code information from the charging station and informed him of speaking with Claims Mgmt about the issue and would be sending more information later. Customer have Bill Kusch as contact @818-238-3685 to get date code information. 3/26 - Call to Bill Kusch - no answer - left vm with call back info. 3/26 - Received email from delarship where car was taken for repair with photo of inlet. Dealer contact is Jim Gaver 626-289-8000. 3/26 - Received call back from Bill Kusch - verified unit was model EV230WS, 1302467006A0
Actual Technical Level of Case	Advanced

External Reference Documentation

Client Reference		**External Reference**	
Details		**Other External Reference Type**	
Campaign Keycode		**System Reference**	
		Promotion Source	

Additional Information

Account Support Level		**Contact Support Level**	

Contract Information

Related CVCP		**Free Of Charge**	
	[Add CVCP]	**Points**	
RelatedContract		**Debit Points**	
Contract Type		**Point Debit Reason**	

Web Information

Date/Time Opened	3/26/2013 6:29 PM	**Date/Time Closed**	
Web Country		**Web Job Title**	

Web Language	
Web Address	

System Information

Created By	Georganna Bulow, 3/26/2013 6:29 PM	Last Modified By	Craig Wallace, 4/2/2013 10:10 AM

Case Administration

Email to Case Debug Logs	
Customer Request	

Contact Information

SE Contact ID	0011665662		
Name	Mr. John Regan	Contact Owner	Georganna Bulow
Middle Initial		Account Name	CITY OF BURBANK WATER AND POWER DEPARTMENT
Preferred Name		Inactive	
Reports To		Last Validated	3/27/2013
Job Title			
Job Function			
Job Description			

Local Information

Local First Name	
Local Last Name	
Local Middle Initial	

Communication

Correspondance Language	English		
Communication Preference			
Work Phone	(818) 238-3786	Email	jregan@burbankca.gov
Work Phone Extension		Alternative Phone	
Mobile		Alternative Email	

Work Fax		Last Validated	
Work Fax Extension			
Product Line(s)			

Address Information

Inherit Account Address	✓		
Street	164 west magnolia Blvd	Street (Local Language)	
Additional Information		Additional Information (Local Language)	
City	Burbank	Local City	
Zip Code	91503		
County			
Country	USA	Local County	
PO Box		-	Google Maps
PO Box Zip Code		Time Zone	
		Last Validated	

Marketing Communication Channel Preferences

Email Opt-In	Unknown	Fax Opt-In	Unknown
Phone Opt-In	Unknown	Survey Opt-In	Unknown
Postal Mail Opt-In	Unknown	Text Opt-In	Unknown
		Unsubscribe All	
		Last Validated	

Marketing Communication Content Preferences

Process & Machines Management Domain		Security Management Domain	
Buildings Management Domain		Strategic Themes	
IT Room Management Domain		Associated Brand	
Power management Domain			

Partner Information

PRM Contact

PRM Primary Contact

PRM bFO User

Customer Care

Service Contract Type

Contact Support Level

Preferred Agent

Preferred Agent Back Up

Description Information

Description

Comments

System Information

Created By: Georganna Bulow, 3/26/2013 6:29 PM

Last Modified By: Craig Wallace, 4/2/2013 10:10 AM

Associated Leads

New Non-Marcom Lead

Lead Name	Created Date	Status	Sub-Status	Closed Date	Priority	Timeframe	Campaign Name	Solu

No records to display.

Emails

Schneider Electric EVSE temperature monitor [ref:_00DA0abSm._500A0DSxQe:ref]

Message Date: **4/1/2013 12:03 PM**

Has Attachment:

Email Address: **jregan@burbankca.gov**

Status: **Sent**

Subject: **Schneider Electric EVSE temperature monitor [ref:_00DA0abSm._500A0DSxQe:ref]**

Hi John,

There is no feature in the Schneider EVSE to monitor temperature in the J1772 plug. The EVSE is essentially a smart contactor which is controlled by the charging circuitry of the vehicle. The car circuitry asks the EVSE how much current can be supplied and then begins to charge based on the returned value and other safety signaling. A good overview of the SAE J1772 spec can be read here; http://en.wikipedia.org/wiki/SAE_J1772

Please let me know if I can answer any other questions related to this issue.

Text Body **Best Regards,**
Craig

Craig Wallace | Schneider Electric | North America Operations | Senior Technical Support Engineer
8001 Knightdale Blvd. | Knightdale, NC 27545
Office: +1-888-778-2733
e-mail: lexpsg@schneider-electric.com
Please consider the environment before printing this email.

ref:_00DA0abSm._500A0DSxQe:ref

Schneider Electric EV230WS [ref:_00DA0abSm._500A0DSxQe:ref]

Message Date **3/27/2013 5:33 PM**
Has Attachment
Email Address **jregan@burbankca.gov**
Status **Sent**
Subject **Schneider Electric EV230WS [ref:_00DA0abSm._500A0DSxQe:ref]**

Dear John,
This is a confirmation of our conversation earlier today. I have submitted a Report of Occurrence form with Schneider Electric claims management in regard to the issue with the charging inlet on the Toyota RAV4. This process will allow you to submit an invoice to Schneider Electric for the repairs required to the RAV4 vehicle. Additionally, I would like to schedule a time when a Schneider Electric field service engineer will come on site and replace the damaged cable on the EV230WS. Please have the failed cable available for this visit.
I have cc'ed the Claims Management Director in this note for your reference, Bob Barbaglia.
A case has been opened for this issue, number 3934097.
My apologies for the inconvenience this has caused and I will be working to ensure a timely resolution for this issue.

Text Body **Best Regards,**
Craig Wallace

Craig Wallace | Schneider Electric | North America Operations | Senior Technical Support Engineer
8001 Knightdale Blvd. | Knightdale, NC 27545
Office: +1-888-778-2733
e-mail: lexpsg@schneider-electric.com
Please consider the environment before printing this email.

ref:_00DA0abSm._500A0DSxQe:ref

Schneider Electric EV2430 [ref:_00DA0abSm._500A0DSxQe:ref]

Message Date **3/27/2013 10:04 AM**
Has Attachment
Email Address **jregan@ci.burbank.ca.us**
Status **Sent**
Subject **Schneider Electric EV2430 [ref:_00DA0abSm._500A0DSxQe:ref]**

Dear Mr. Regan,
My name is Craig Wallace and I will be your point of contact for the issue reported on the EV2430 charging station. Please let me know the best time to contact you.

Best Regards,
Craig Wallace

Text Body

Craig Wallace | Schneider Electric | North America Operations | Senior Technical Support Engineer
8001 Knightdale Blvd. | Knightdale, NC 27545
Office: +1-888-778-2733
e-mail: lexpsg@schneider-electric.com
Please consider the environment before printing this email.

ref:_00DA0abSm._500A0DSxQe:ref

Attachments

2013-03-27_Plug.JPG

Size	546KB
Ownership	Craig Wallace
View	View file
Last Modified	3/28/2013 9:47 AM

2013-03-26_10-15-15_385.jpg

Size	1.07MB
Ownership	Craig Wallace
View	View file
Last Modified	3/27/2013 12:46 PM

Activity History

Email: Schneider Electric EVSE temperature monitor [ref:_00DA0abSm._500A0DSxQe:ref]

Name	John Regan
Task	✓
Due Date	4/1/2013
Assigned To	Craig Wallace
Last Modified Date/Time	4/1/2013 12:03 PM
Created By	Craig Wallace

Additional To: jregan@burbankca.gov
CC:
BCC:
Attachment:

Subject: Schneider Electric EVSE temperature monitor [ref:_00DA0abSm._500A0DSxQe:ref]
Body:
Hi John,
There is no feature in the Schneider EVSE to monitor temperature in the J1772 plug. The EVSE is essentially a smart contactor which is controlled by the charging circuitry of the vehicle. The car circuitry asks the EVSE how much current can be supplied and then begins to charge based on the returned value and other safety signaling. A good overview of the SAE J1772 spec can be read here; http://en.wikipedia.org/wiki/SAE_J1772

Comments: Please let me know if I can answer any other questions related to this issue.

Best Regards,
Craig

Craig Wallace | Schneider Electric | North America Operations | Senior Technical Support Engineer
8001 Knightdale Blvd. | Knightdale, NC 27545
Office: +1-888-778-2733
e-mail: lexpsg@schneider-electric.com
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ref:_00DA0abSm._500A0DSxQe:ref

Call 3/28/2013 5:11 PM

Name	KRISTY SHADLE

Task ✓
Due Date 3/28/2013
Assigned To Craig Wallace
Last Modified Date/Time 3/28/2013 5:15 PM
Created By Craig Wallace
Comments

Email: Schneider Electric EV230WS [ref:_00DA0abSm._500A0DSxQe:ref]

Name John Regan
Task ✓
Due Date 3/27/2013
Assigned To Craig Wallace
Last Modified Date/Time 3/27/2013 5:33 PM
Created By Craig Wallace

Additional To: jregan@burbankca.gov
CC: robert.barbaglia@schneider-electric.com
BCC:
Attachment:

Subject: Schneider Electric EV230WS [ref:_00DA0abSm._500A0DSxQe:ref]
Body:
Dear John,
This is a confirmation of our conversation earlier today. I have submitted a Report of Occurrence form with Schneider Electric claims management in regard to the issue with the charging inlet on the Toyota RAV4. This process will allow you to submit an invoice to Schneider Electric for the repairs required to the RAV4 vehicle. Additionally, I would like to schedule a time when a Schneider Electric field service engineer will come on site and replace the damaged cable on the EV230WS. Please have the failed cable available for this visit.

Comments

I have cc'ed the Claims Management Director in this note for your reference, Bob Barbaglia.
A case has been opened for this issue, number 3934097.
My apologies for the inconvenience this has caused and I will be working to ensure a timely resolution for this issue.

Best Regards,
Craig Wallace

Craig Wallace | Schneider Electric | North America Operations | Senior Technical Support Engineer
8001 Knightdale Blvd. | Knightdale, NC 27545
Office: +1-888-778-2733
e-mail: lexpsg@schneider-electric.com
Please consider the environment before printing this email.

ref:_00DA0abSm._500A0DSxQe:ref

Email: Schneider Electric EV2430 [ref:_00DA0abSm._500A0DSxQe:ref]

Name John Regan
Task ✓
Due Date 3/27/2013
Assigned To Craig Wallace
Last Modified Date/Time 3/27/2013 10:04 AM
Created By Craig Wallace

Additional To: jregan@ci.burbank.ca.us
CC:
BCC:
Attachment:

Subject: Schneider Electric EV2430 [ref:_00DA0abSm._500A0DSxQe:ref]
Body:
Dear Mr. Regan,
My name is Craig Wallace and I will be your point of contact for the issue reported on the EV2430 charging station. Please let me know the best time to contact you.

Comments

Best Regards,
Craig Wallace

Craig Wallace | Schneider Electric | North America Operations | Senior Technical Support Engineer
8001 Knightdale Blvd. | Knightdale, NC 27545
Office: +1-888-778-2733
e-mail: lexpsg@schneider-electric.com
Please consider the environment before printing this email.

ref:_00DA0abSm._500A0DSxQe:ref

Call 03/26/2013 5:25 PM [8188428696]

Name	John Regan
Task	✓
Due Date	3/26/2013
Assigned To	Georganna Bulow
Last Modified Date/Time	3/26/2013 6:34 PM
Created By	Georganna Bulow
Comments	

Case History

3/28/2013 10:44 AM

User Craig Wallace
Action Changed Commercial Reference to EV230WS.

3/28/2013 10:38 AM

User Craig Wallace
Action Deleted EV230WS in Commercial Reference.

3/27/2013 4:35 PM

User Craig Wallace
Action Changed Subject from EV2430WS Not functioning to EV230WS Not functioning.

3/27/2013 4:34 PM

User Craig Wallace
Action Changed Commercial Reference from EV2430WS to EV230WS. Changed Answer To Customer.

3/27/2013 1:26 PM

User Craig Wallace

Action **Changed Answer To Customer.**

3/27/2013 12:45 PM

User **Craig Wallace**

Action **Changed Answer To Customer.**

3/27/2013 12:04 PM

User **Craig Wallace**

Action **Changed Answer To Customer.**

3/27/2013 11:34 AM

User **Craig Wallace**

Action **Changed Answer To Customer.**

3/27/2013 11:30 AM

User **Craig Wallace**

Action **Changed Answer To Customer.**

3/27/2013 10:36 AM

User **Craig Wallace**

Action **Changed Answer To Customer.**

3/27/2013 10:05 AM

User **Craig Wallace**

Action **Changed Commercial Reference to EV2430WS. Changed Subject from EV2430WS to EV2430WS Not functioning.**

3/27/2013 9:13 AM

User **Craig Wallace**

Action **Changed Case Owner from Case - Advanced Support Center Queue to Craig Wallace.**

3/26/2013 6:36 PM

User **Georganna Bulow**

Action **Changed Case Owner from Georganna Bulow to Case - Advanced Support Center Queue. Changed Status from Open/Escalation to Primary to Open/Escalation to Advanced.**

3/26/2013 6:35 PM

User **Georganna Bulow**

Action **Changed Answer To Customer.**

3/26/2013 6:29 PM

User **Georganna Bulow**

Action **Changed CCC Country to USA. Changed Status from Open to Open/Escalation to Primary. Created.**

Related Problems

PRB-52183

Offer Safety Alert

Title	**EVSE - Tyco Cord Sets Connector Overheat (CSI-493)**
What Is the Problem?	**SAEJ1772 Connector contacts overheat**
Why Is It a Problem?	**Potential risks for property damage and personal injury**
Summary of Containment	**All shipment of suspected products were stopped. Plant inventory of suspected product was placed in quarantine**
Status	**In Progress**
Problem-Case Link: Problem Case Link Name	**PB-LNK-0268**

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Case: 04018291

Subject	Charger Plug Overheated		
Case Number	04018291	Category	4 - Post-Sales Tech Support*
Related Case		Reason	Troubleshooting*
Case Owner	Craig Wallace	Sub Reason	Product Dissatisfaction*
	[Change Team]	Other Reason	
Status	Open/Escalation to Advanced		
CCC Country	USA	Related Product(s)	[Change Product]
Account Name	Manual Caparas	Commercial Reference	EV230WS
Contact Name	Manual Caparas	Material Description	INDOOR EV CHARGING STATION-LEVEL 2/30 WA
Case Origin	Phone	Family	GDP UTILISE PAR GMR
Customer Mood		Quantity	1
		Serial Number(s)	
Complaint	Yes	Date Code(s)	
Priority	Normal	Software Version	
Due Date		Symptom	Thermal - Overheating
TECH_SLA			[Change Symptom]
Spam			
Preferred Outbound Media			
PCR External Reference Count	0		

Description

Customer Request	Report has come in from Nissan of a problem with a 2013 Leaf where the connector inlet has melted.
Answer To Customer	A Report of Occurrence form will be filed with Claims management. Customer initial response is upset, but have described the detail of the product recall. The steps for this customer will be to expedite the shipment of cables and get FS on site as a prioriy. Customer has a 2013 Nissan Leaf and has been without the vehicle for 2 weeks. Customer has level one charger but drives 100mi per day, so it is not as usable. Customr has been using alternate vehicle, but will be expecting remuneration. Email sent outlining further information required and outline of steps that will be taken.
Actual Technical Level of Case	

External Reference Documentation

Client Reference		External Reference	
Details		Other External Reference Type	
Campaign Keycode		System Reference	
		Promotion Source	

Additional Information

Account Support Level		Contact Support Level	

Contract Information

Related CVCP		Free Of Charge	
	[Add CVCP]	Points	
RelatedContract		Debit Points	
Contract Type		Point Debit Reason	

Web Information

Date/Time Opened	4/3/2013 8:37 PM	Date/Time Closed	
Web Country		Web Job Title	
Web Language			
Web Address			

System Information

Created By	Craig Wallace, 4/3/2013 8:37 PM	Last Modified By	Craig Wallace, 4/3/2013 9:27 PM

Case Administration

Email to Case Debug Logs	
Customer Request	

Contact Information

General Data (Work Phone or Email mandatory)

Account Name	Manual Caparas	Account Owner	Craig Wallace
Middle Initial		Local First Name	
Email	mcap951@gmail.com	Local Last Name	

Mobile	(951) 317-8778	Local Middle Initial	
Work Phone		Local Account Name	
Work Phone Extension			
Correspondance Language	English		

Physical Address (Either PO Box or Street is required at one time)

Street	15304 Avenida Fiesta	Street (Local Language)	
Additional Information		Additional Information (Local Language)	
City	Moreno Valley	Local City	
Zip Code	92555		
County			
Country	USA	Local County	
		Time Zone	
		Last Validated	

Postal Address

PO Box		Postal - Zip Code	
Postal - Street		Postal - County	
Postal - Additional Information		Postal - Country	
Postal - City			

Customer Care

Service Contract Type		Account Support Level	
Preferred Agent		Preferred Agent Back Up	
Contact Support Level			

Communication

Communication Preference		Alternative Phone	
Fax		Alternative Email	
Work Fax Extension		Last Validated	
Product Line(s)			

Marketing Communication Channel Preferences

Email Opt-In	Unknown	Text Opt-In	Unknown
Phone Opt-In	Unknown	Survey Opt-In	Unknown
Postal Mail Opt-In	Unknown	Unsubscribe All	☐
Fax Opt-In	Unknown	Last Validated	

Marketing Communication Content Preferences

Process & Machines Management Domain		Security Management Domain	
Buildings Management Domain		Strategic Themes	
IT Room Management Domain		Associated Brand	
Power management Domain			

Additional Information

Account Short Name		SE Account ID	
Job Title		SE Contact ID	
Job Function		Account Status	Certification requested
Website		Inactive	☐
		To Be Deleted	☐
		Reason for Deletion	
		Duplicate with	

Custom Links

Related Master Opportunities
Related Object Opportunities
Related Simple Opportunities
View of all opportunities related to the ultimate account
View Orders for this Account

System Information

Created By	Craig Wallace, 4/3/2013 8:32 PM	Last Modified By	Craig Wallace, 4/3/2013 9:27 PM

Related Cases

04015815

Account Name **Laura Ross**
Contact Name **Laura Ross**
Subject **She has EV230WS that has melted into her car.**
Date/Time Opened **4/3/2013 1:13 PM**
Status **Closed**

Emails

Schneider Electric Follow Up [ref:_00DA0abSm._500A0DUFUw:ref]

Message Date **4/4/2013 10:42 PM**
Has Attachment ☐
Email Address **mcap951@gmail.com**
Status **Sent**
Subject **Schneider Electric Follow Up [ref:_00DA0abSm._500A0DUFUw:ref]**

Text Body

Dear Mr. Caparas,
My apologies for not calling you directly, but I am travelling and am late in returning from the plant I am visiting. I wanted to let you know that the replacement cable for your system was shipped to California today, and should be arriving early next week. This will be the difficult part as I must wait to get a go ahead from the Schneider Electric engineering department to be able to have a Field Services person sent to your home. I will be in contact with you to keep you updated.
I submitted the Report of Occurrence with Schneider Electric claims last night and should you wish to contact them with claim related questions the contact there is robert.barbaglia@schneider-electric.com.
My apologies again for not calling, but I did not want to disturb you an your family at this late of an hour.

Best Regards,
Craig Wallace

Craig Wallace | Schneider Electric | North America Operations | Senior Technical Support Engineer
8001 Knightdale Blvd. | Knightdale, NC 27545
Office: +1-888-778-2733
e-mail: lexpsg@schneider-electric.com
Please consider the environment before printing this email.

ref:_00DA0abSm._500A0DUFUw:ref

Schneider Electric - Case 04018291 [ref:_00DA0abSm._500A0DUFUw:ref]

Message Date **4/3/2013 9:00 PM**
Has Attachment ☐
Email Address **mcap951@gmail.com**
Status **Sent**
Subject **Schneider Electric - Case 04018291 [ref:_00DA0abSm._500A0DUFUw:ref]**

Dear Mr. Caparas,
My apologies again for this inconvenience to you and your family. Here is a summary of our phone conversation and the steps I will be taking to resolve this situation for you.
1. The case number 0401829, when contacting 888-SQUARED, will direct your call to me. You can also tell the agent answering the phone my extension, 25762.
2. As a result of the damage to your vehicle I will be submitting a Report of Occurrence to the claims department within Schenider Electric. I will be submitting this later this evening. This report will begin the process to ensure that the cost of repairing your vehicle will be paid for by Schneider Electric, and as we discussed, other remuneration may be available.
3. Additionally I will be moving you and your family to the top of the list to have the existing plug on the charging station replaced. I apologize that I can not lock this date in at this time. The

replacement product is being made available to our distribution, but I do not have a firm date. I will be in contact with you daily to let you know how this is progressing.

4. Once the replacement part is available I will need to schedule a time when a Schneider Electric Field Service team can be sent to your home to replace the cable. The Schneider Field Service team has a nationwide presence and dispatch can occur within as little as four hours.

Text Body

I would ask if you would please send me a picture of the plug from the charging station so that I can include it with the claims report. Also, a picture of the right hand side of the station itself. This picture will give me the serial number information of the unit.

Again my apologies to you and your family for this issue. Please do not hesitate to contact me using the information above, or via this email address - lexpsg@schneider-electric.com.

Best Regards,
Craig Wallace

Craig Wallace | Schneider Electric | North America Operations | Senior Technical Support Engineer
8001 Knightdale Blvd. | Knightdale, NC 27545
Office: +1-888-778-2733
e-mail: lexpsg@schneider-electric.com
Please consider the environment before printing this email.

ref:_00DA0abSm._500A0DUFUw:ref

Activity History

Email: Schneider Electric Follow Up [ref:_00DA0abSm._500A0DUFUw:ref]

Name **Manual Caparas**
Task ✓
Due Date **4/4/2013**
Assigned To **Craig Wallace**
Last Modified Date/Time **4/4/2013 10:42 PM**
Created By **Craig Wallace**

Comments

Additional To: mcap951@gmail.com
CC:
BCC:
Attachment:

Subject: Schneider Electric Follow Up [ref:_00DA0abSm._500A0DUFUw:ref]
Body:
Dear Mr. Caparas,
My apologies for not calling you directly, but I am travelling and am late in returning from the plant I am visiting. I wanted to let you know that the replacement cable for your system was shipped to California today, and should be arriving early next week. This will be the difficult part as I must wait to get a go ahead from the Schneider Electric engineering department to be able to have a Field Services person sent to your home. I will be in contact with you to keep you updated.
I submitted the Report of Occurrence with Schneider Electric claims last night and should you wish to contact them with claim related questions the contact there is robert.barbaglia@schneider-electric.com.
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e-mail: lexpsg@schneider-electric.com
Please consider the environment before printing this email.

ref:_00DA0abSm._500A0DUFUw:ref

Email: Schneider Electric - Case 04018291 [ref:_00DA0abSm._500A0DUFUw:ref]

Name	Manual Caparas
Task	✓
Due Date	4/3/2013
Assigned To	Craig Wallace
Last Modified Date/Time	4/3/2013 9:00 PM
Created By	Craig Wallace

Additional To: mcap951@gmail.com
CC:
BCC:
Attachment:

Subject: Schneider Electric - Case 04018291 [ref:_00DA0abSm._500A0DUFUw:ref]
Body:

Comments

Dear Mr. Caparas,
My apologies again for this inconvenience to you and your family. Here is a summary of our phone conversation and the steps I will be taking to resolve this situation for you.

1. The case number 0401829, when contacting 888-SQUARED, will direct your call to me. You can also tell the agent answering the phone my extension, 25762.
2. As a result of the damage to your vehicle I will be submitting a Report of Occurrence to the claims department within Schenider Electric. I will be submitting this later this evening. This report will begin the process to ensure that the cost of repairing your vehicle will be paid for by Schneider Electric, and as we discussed, other remuneration may be available.
3. Additionally I will be moving you and your family to the top of the list to have the existing plug on the charging station replaced. I apologize that I can not lock this date in at this time. The replacement product is being made available to our distribution, but I do not have a firm date. I will be in contact with you daily to let you know how this is progressing.
4. Once the replacement part is available I will need to schedule a time when a Schneider Electric Field Service team can be sent to your home to replace the cable. The Schneider Field Service team has a nationwide presence and dispatch can occur within as little as four hours.

I would ask if you would please send me a picture of the plug from the charging station so that I can include it with the claims report. Also, a picture of the right hand side of the station itself. This picture will give me the serial number information of the unit.

Again my apologies to you and your family for this issue. Please do not hesitate to contact me using the information above, or via this email address - lexpsg@schneider-electric.com.

Best Regards,
Craig Wallace

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8001 Knightdale Blvd. | Knightdale, NC 27545

Office: +1-888-778-2733
e-mail: lexpsg@schneider-electric.com
Please consider the environment before printing this email.

ref:_00DA0abSm._500A0DUFUw:ref

Case History

4/3/2013 8:38 PM

User **Craig Wallace**

Action **Changed CCC Country to USA. Changed Status from Open to Open/Escalation to Advanced. Created.**

Related Problems

PRB-52183

Offer Safety Alert

Title	**EVSE - Tyco Cord Sets Connector Overheat (CSI-493)**
What Is the Problem?	**SAEJ1772 Connector contacts overheat**
Why Is It a Problem?	**Potential risks for property damage and personal injury**
Summary of Containment	**All shipment of suspected products were stopped. Plant inventory of suspected product was placed in quarantine**
Status	**In Progress**
Problem-Case Link: Problem Case Link Name	**PB-LNK-0269**

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Attachment 4: Field Replacement Instructions

Instruction Bulletin

Cord Set Replacement

For Indoor and Outdoor, Wall- or Pedestal-Mount Electric Vehicle (EV) Supply Equipment Class 2800

Retain for future use.

Introduction

This instruction bulletin is for cord set kits EVCABLER or EVCABLEC used on the following devices: EV230WS, EV230WSR, EV230WSRR, EV230PDR, EV230PDRR, EV230PSR, and EV230PSRR. These cord sets are used on both indoor and outdoor, wall- and pedestal-mount charging stations.

Important Safety Instructions

Precautions

⚠ DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

- Read all instructions before servicing this product.
- Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices. See NFPA 70E or CSA Z462.
- The charging cord must be replaced only by qualified electrical personnel.
- Turn off all power supplying this equipment before working on or inside equipment. A dual charging unit has two separate power feeds.
- Always use a properly rated voltage sensing device to confirm power is off.
- This equipment has arcing or sparking parts that must not be exposed to flammable vapors.
- Do not use or modify this device to be portable. This device is to be used as permanently mounted equipment only.

Failure to follow these instructions will result in death or serious injury.

Wall-Mount Cord Set Replacement

Model EV230WS

NOTE: For pedestal-mount devices, see page 5.

Necessary Tools

- Voltage sensing device
- Phillips® screwdriver
- T10 Torx® tool
- Torque gauge, 15 in-lbs. (min.)
- Pliers/needle nose pliers

Procedure

1. Turn off all power feeding branch circuit breaker and follow lock-out/tag-out procedures before servicing the electric vehicle charging station. Use a properly rated voltage sensing device to confirm power is off.
2. Remove the two screws located at the bottom of the unit that secure the cover to the unit. See Figure 1 (A).
3. Remove the cover from the charging station and set it aside. See Figure 1 (B).

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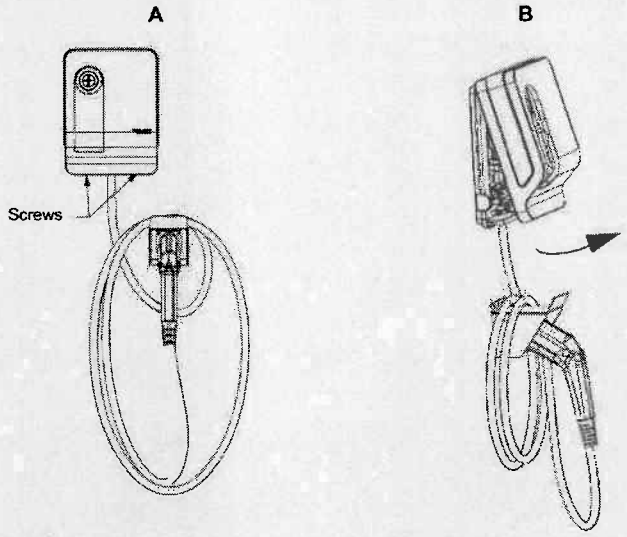
Schneider Electric

Figure 1: Residential Wall Mount Screws and Cover Removal



NOTE: Use a properly rated voltage sensing device to confirm power is off at the contactor.

Cord Set Removal

1. Locate the cable wires and make note of where each quick connect is terminated.
2. Using the quick connects, disconnect the cord line wires (black and white OR black and red) from the output side of the contactor.
3. Disconnect the ground wire (green) at the quick connect connection.
4. Locate the cord control wire (orange). Follow it to the control board and unplug the connector from the control board.
5. At the quick connection, disconnect the cord control wire (orange) from the pigtail wire harness.
6. Plug the pigtail wire harness connector back into the control board connector.
7. Using a T10 Torx screwdriver, loosen the two screws securing the cable holder clamp.
8. Gently pull the cable through the cable holder (if clamp left intact) and then through the opening at the bottom of the unit.

Cord Set Installation

1. Feed the end of the replacement cord set in through the hole at the bottom of the unit and then position it in the cable holder. Approximately 1/2 to 3/4 in. of the end of the cable jacket should be exposed.
2. Place clamp over cable and secure using the two screws. Torque screws to 15–20 lbs-in.
3. Using the quick connectors, connect the cord's black wire to left contactor output and the cord's white wire to right contactor output. Make sure the connections are secure.

   NOTE: The replacement cord may have a red wire instead of a white wire.
4. Connect the ground wire (green) quick connector from the cord to the green wire quick connector from the grounding bar. Make sure the connection is secure.
5. Connect the blue wire quick connector from the cord to the orange pigtail wire quick connector from the printed circuit board. Make sure the connection is secure.

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6. Replace cover and install screws at bottom of cover.

⚠ DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

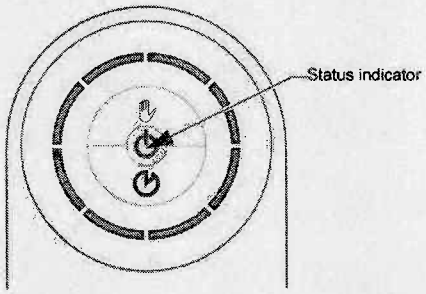
Replace all devices, doors, and covers before turning on power to this equipment.

Failure to follow these instructions will result in death or serious injury.

Energizing the Charging Station

1. Turn on the branch circuit breaker that feeds the charging station.
2. When energized, the power indicator will glow green. See Figure 2.

Figure 2: Status Indicator



NOTE: Refer to User Manual HRB36117 for Operation and Troubleshooting.

Models EV230WSR or EV230WSRR

Necessary Tools

- Voltage sensing device
- Phillips head screwdriver
- 1-3/4 in. open end wrenches (both thin and standard head types)
- Torque wrench 125 in-lbs. (min) with 1-3/4 in. open crowfoot wrench
- Pliers adjustable to 1-3/4 in. or larger
- Pliers/needle nose pliers

Procedure

1. Turn off power feeding branch circuit and follow lock-out/tag-out procedures before servicing the electric vehicle charging station. Use a properly rated voltage sensing device to confirm power is off.
2. Remove the two screws that secure the white trim to the bottom of the enclosure. See Figure 3.

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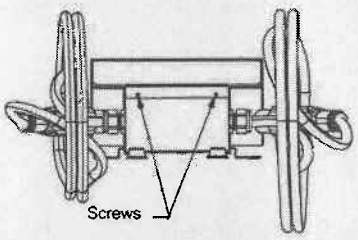
Figure 3: Commercial Wall Mount Trim Screws

Bottom View

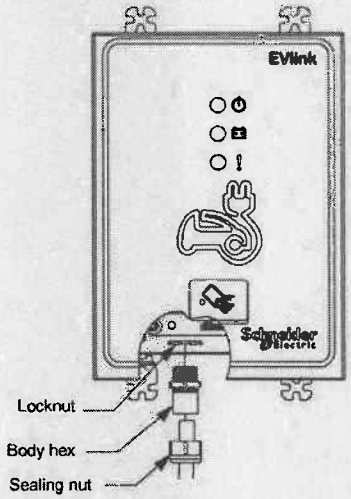


3. Carefully remove trim and set it aside.
4. Unlock the door and open using handle supplied in kit. A large flat blade screwdriver can be used to unlock the door.
5. Use a properly rated voltage sensing device to confirm power is off at the contactor.

Cord Set Removal

1. Locate the cable wires and make note of where each quick connect is terminated.
2. Using the quick connects, disconnect the cord line wires (black and white OR black and red) from the output side of the contactor. See Figure 4.
3. Disconnect the ground wire (green) at the quick connect connection.
4. Locate the cord control wire (orange). Follow it to the control board and unplug the connector from the control board.
5. At the quick connection, disconnect the cord control wire (orange) from the pigtail wire harness.
6. Plug the pigtail wire harness connector back into the control board connector.
7. Use a thin head wrench to hold the body hex stationary and loosen the sealing nut with a second wrench. Grip the disconnected cable and pull while turning the cable in a counterclockwise direction. See Figure 4.

Figure 4: Sealing, Body Hex, and Lock Nut



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8. Re-install the sealing nut (if necessary) but DO NOT tighten.

   NOTE: It may be necessary to secure the fitting if the locknut inside of the unit should become loose.

Cord Set Installation

1. Insert the cable through the fitting until 2.50–3.00 in. of the cable jacket is extending inside of the unit.
2. Using a wrench, while holding the locknut (inside) with a second wrench or pliers, tighten the sealing nut. Torque to 125 in-lbs. minimum.
3. Using the quick connectors, connect the cord's black wire to left contactor output and the cord's white wire to right contactor output. Make sure the connections are secure.
4. Connect the ground wire (green) quick connector from the charging cable to the green wire connector from the grounding bar. Make sure the connection is secure.
5. Connect the blue wire quick connector from the cord to the orange pigtail wire quick connector from the printed circuit board. Make sure the connection is secure.
6. Close and lock the door.
7. Align the holes in the top of the white trim to the studs on top of the enclosure and slide trim into place.

   NOTE: Press on the bottom of the white trim to snap into place.

8. Use the two screws that were previously removed to secure the trim to the bottom of the enclosure.

⚠ DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

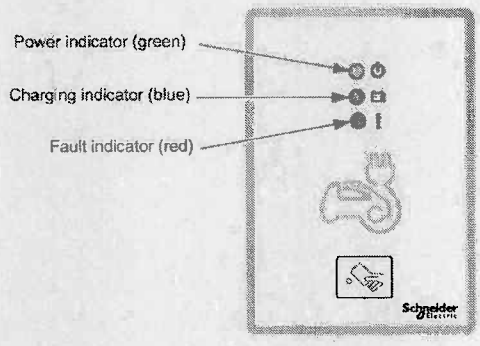
Replace all devices, doors, and covers before turning on power to this equipment.

Failure to follow these instructions will result in death or serious injury.

Energizing the Charging Station

1. Turn on the branch circuit breaker that feeds the charging station.
2. When energized, the power indicator will illuminate. See Figure 5.

Figure 5: Status Indicator



NOTE: Refer to User Manual HRB36117 for Operation and Troubleshooting.

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Pedestal-Mount Cord Set Replacement

Models EV230PDR, EV230PDRR, EV230PSR, or EV230PSRR

NOTE: For wall-mount devices, see page 1.

Necessary Tools

- Voltage sensing device
- Phillips screwdriver
- 1-3/4 in. open end wrenches (both thin and standard head types)
- Torque wrench 125 in-lbs. (min) with 1-3/4 in. open crowfoot wrench
- Pliers adjustable to 1-3/4 in. or larger
- Pliers/needle nose pliers

Procedure

1. Turn off power feeding branch circuit and follow lock-out/tag-out procedures before servicing the electric vehicle charging station. Use a properly rated voltage sensing device to confirm power is off.

   NOTE: A dual charging unit has two separate power feeds.
2. Remove the two screws that secure the white trim to the pedestal. See Figure 6 (A). Carefully remove trim and set it aside.
3. Unlock the door and open using handle supplied in kit. A large flat blade screwdriver can be used to unlock the door.
4. Use a properly rated voltage sensing device to confirm power is off at the contactor.

   NOTE: A dual charging unit has two cords.

Cord Set Removal

IMPORTANT: For charging stations with two cords, only replace one cord at a time.

1. Locate the cable wires and make note of where each quick connect is terminated. A dual charging station has two cords.
2. Using the quick connects, disconnect the cord line wires (black and white OR black and red) from the output side of the contactor.
3. Disconnect the ground wire (green) at the quick connect connection.
4. Locate the cord control wire (orange). Follow it to the control board and unplug the connector from the control board.
5. At the quick connection, disconnect the cord control wire (orange) from the pigtail wire harness.
6. Plug the pigtail wire harness connector back into the control board connector.
7. Use a thin head wrench to hold the body hex stationary and loosen the sealing nut with a second wrench. Grip the disconnected cable and pull while turning the cable in a counterclockwise direction. See Figure 6 (B).

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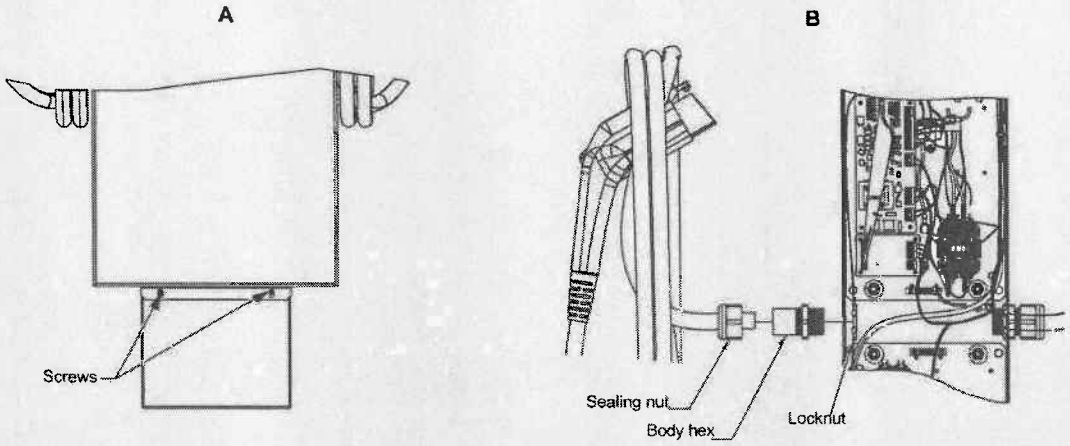
Figure 6: Pedestal Mount Trim Screws and Cord Set Removal



8. Re-install the sealing nut (if necessary) but DO NOT tighten.

   NOTE: It may be necessary to secure the fitting if the locknut inside of the unit is loose.

Cord Set Installation

IMPORTANT: For charging stations with two cord sets, the cord entering the right side of the station must make connections to the upper control panel, and the cord entering the left side of the station must make connections to the lower control panel.

1. Insert the cable through the fitting until 2.50–3.00 in. of the cable jacket is extending inside of the unit.
2. Using a wrench, while holding the locknut (inside) with a second wrench or pliers, tighten the sealing nut. Torque to 125 lbs-in. minimum.
3. Using the quick connectors, connect the cord's black wire to contactor output tabs and white wire to contactor output according to Figure 7. Make sure quick connectors are completely seated and tight.
4. Connect the ground (green) wire quick connector from the cord to the green wire quick connector from the ground bar. Make sure the connection is secure.
5. Connect the blue wire quick connector from the cord to the orange pigtail wire quick connector from the printed circuit board. Make sure the connection is secure.

   NOTE: Charging stations with one cord will not have a lower control panel or lower contactor.

NOTE: For dual charging stations, if replacement of the second cord is necessary, repeat the Cord Removal and Cord Installation procedures.

6. Close and lock the door.
7. Align the holes in the top of the white trim to the studs on the top of the enclosure and slide trim into place.
8. Use the two screws that were previously removed to secure the trim to the pedestal base.

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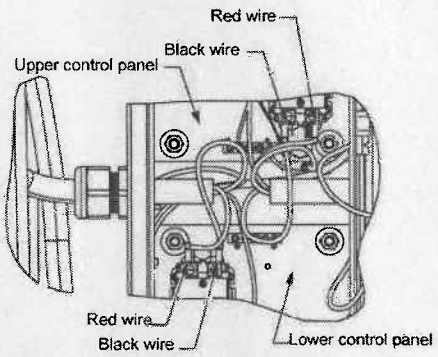
Figure 7: Contactor Connections



⚠ DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

Replace all devices, doors, and covers before turning on power to this equipment.

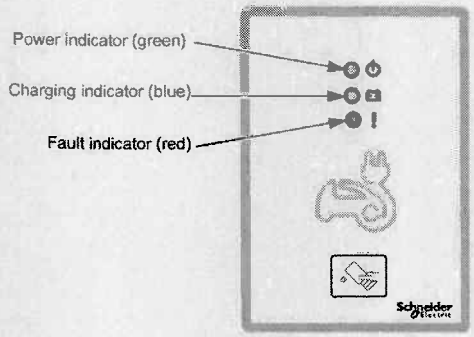
Failure to follow these instructions will result in death or serious injury.

Energizing the Charging Station

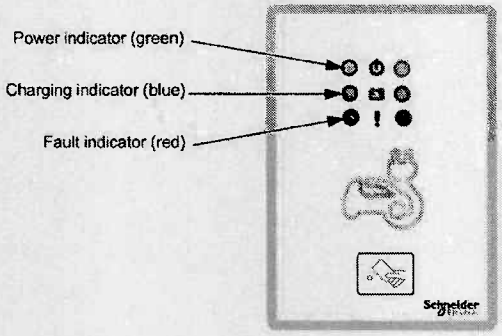
1. Turn on the branch circuit breaker that feeds the charging station.
2. When energized, the power indicator will illuminate. See Figure 8.

Figure 8: Power Indicator

Single Charging Station



Dual Charging Station



Schneider Electric USA, Inc.
1415 S. Roselle Road
Palatine, IL 60067 USA
1-888-778-2733
www.schneider-electric.us

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Attachment 5: Product Safety Notice to Distributors/Retailers and End Users

Schneider Electric

DATE: April, 4,2013

TO: **Schneider Electric North America Distributors/Partners/Retailers;**

FROM: **Mike Calise, Director, Electric Vehicle, Partner Business, Schneider Electric**

SUBJECT: PRB-52183 quality notification on EV Chargers
(Catalog # EV230)

ATTN: DIST: XXXXXXXXXXX ACCOUNT#: xxxxx

⚠PRODUCT SAFETY NOTICE

WARNING OF POTENTIAL UNSAFE CONDITION

DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION

As part of our ongoing quality test and monitoring process, we have recently discovered a component manufacturing issue that occurred on or between **December 6th 2012 and March 17th 2013**. This quality issue may affect the charging capability/performance of the EV Charging Station, and under certain conditions the charger plug within the cord set assembly may overheat. Should a cord-set plug overheat, the charger plug, and vehicle inlet plug may be damaged, which can lead to a potential **for Serious Personal Injury, or Property Damage.**

According to our records, you have recently purchased one or more of Schneider Electric EVlink™ Electric Vehicle Charging Stations (catalog numbers beginning with EV230). See purchase data on page 2.

We are in the process of notifying our customers that these affected products can be identified by the serial number and the first 5 digits of the date code. Please refer to the attachments to this document to identify all the impacted units.

We kindly request your co-operation:

1. To check your inventory and return to Schneider-Electric North America all devices affected by this Product Safety Notice.
2. To identify customers who may have purchased the affected products and follow the recommended action.
3. To display a copy of the enclosed "Users of Schneider Electric EV Charging Stations" in your walk-up counter area.

This Product Safety Notice applies only to those products identified on the enclosed 'Identification Procedure of the affected EV Charging Stations". Products not listed are not affected by this notice.

We regret any inconvenience this may cause you and your customers. Should you have any questions about this process, please contact your local Schneider Electric sales office.

Sincerely,

Country quality department
Schneider Electric

Enclosure: "Users of Schneider Electric EV Charging Stations" notification letter
EXHIBIT A: Identification Procedure of the affected EV Charging Stations
EXHIBIT B: Product Safety Notice and Frequently Asked Questions

Part Numbers, Q2C number by Distributor Account Listing

Catalog No.	Q2C No.	Date Shipped	Qty	Acct No	Purchase Order #

RECOMMENDED ACTION for products in your inventory:

Using Exhibit A, Identification Procedure of the affected EV Charging Stations, determine if you have any products affected by this Product Safety Notice. Affected product(s) should be returned immediately using the following procedure.

1. Contact our Customer Service Team (877-283-7647 and EVLinkCSR@Schneider-Electric.com) to obtain a Return Material Authorization (RMA) number. Be prepared to provide the serial numbers of the product(s) you have in stock to verify they are products affected by this notification. Reference this Product Safety Notice to your team representative (PRB-52183).

RECOMMENDED ACTION for products sold and in operation:

Identify customers who may have purchased the affected product(s).

a. Notify your customers by mailing a copy of the enclosed "Users of Schneider Electric EV Charging Stations" notification letter directly to your customer(s). If you mail the notification letter directly to your customer(s), please inform us by completing the enclosed "CUSTOMER/DISTRIBUTOR PRODUCT INFORMATION FORM" **(see Attachment C)** and mail or fax the completed form to the address shown below.

OR

b. **In the next 30 days**- Provide Schneider Electric North America Product Management with a list of customers who may have purchased these products by completing the enclosed "CUSTOMER/DISTRIBUTOR PRODUCT INFORMATION FORM" **(see Attachment C)** Upon receipt of the completed list, Schneider Electric will notify your customers directly. You can:
   1. Fax or mail your list to the address below
   2. Or electronically e-mail the completed list

To: Schneider Electric USA
PSA Coordinator: Shawn Rogers
1660 Scenic Avenue, Costa Mesa, CA 92626
Fax Number: (714)444-0496
Email: EVLinkCSR@Schneider-Electric.com

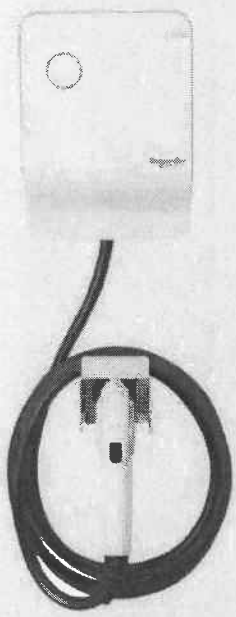
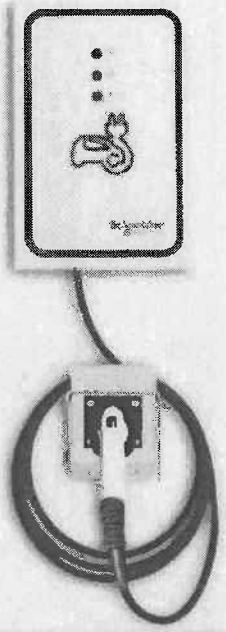
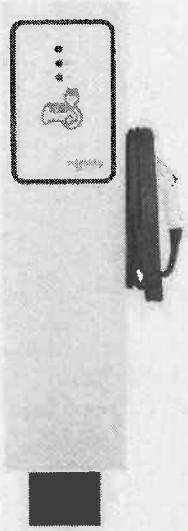
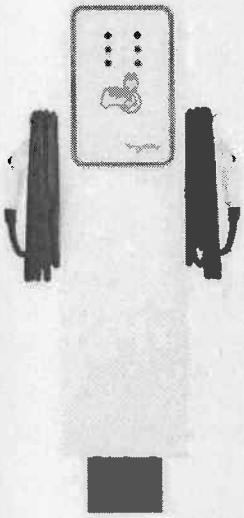
EXHIBIT A

Identification Procedure of the affected EV Charging Stations (Out of Box):

Please follow the steps below to identify the charging station details prior to your call.

Step 1: Locate the Schneider Electric EV Charging Station (See Figure 1)

FIGURE 1

			
EV230WS Indoor Wall Mount	**EV230WSR** Single Wall Mount Outdoor **EV230WSRR** Single Wall Mount Outdoor with RFID access control	**EV230PSR** Single Pedestal Outdoor **EV230PSRR** Single Pedestal Outdoor with RFID access control **EV230PSRACG** Single Pedestal Outdoor Networked Gateway **EV230PSRACNG** Single Pedestal Outdoor Networked Non-Gateway	**EV230PDR** Dual Pedestal Outdoor **EV230PDRR** Dual Pedestal Outdoor with RFID access control **EV230PDRACG** Dual Pedestal Outdoor Networked Gateway **EV230PDRACNG** Dual Pedestal Outdoor Networked Non-Gateway

Step 2: Find the serial number on the side of your unit. (See Figure 2)

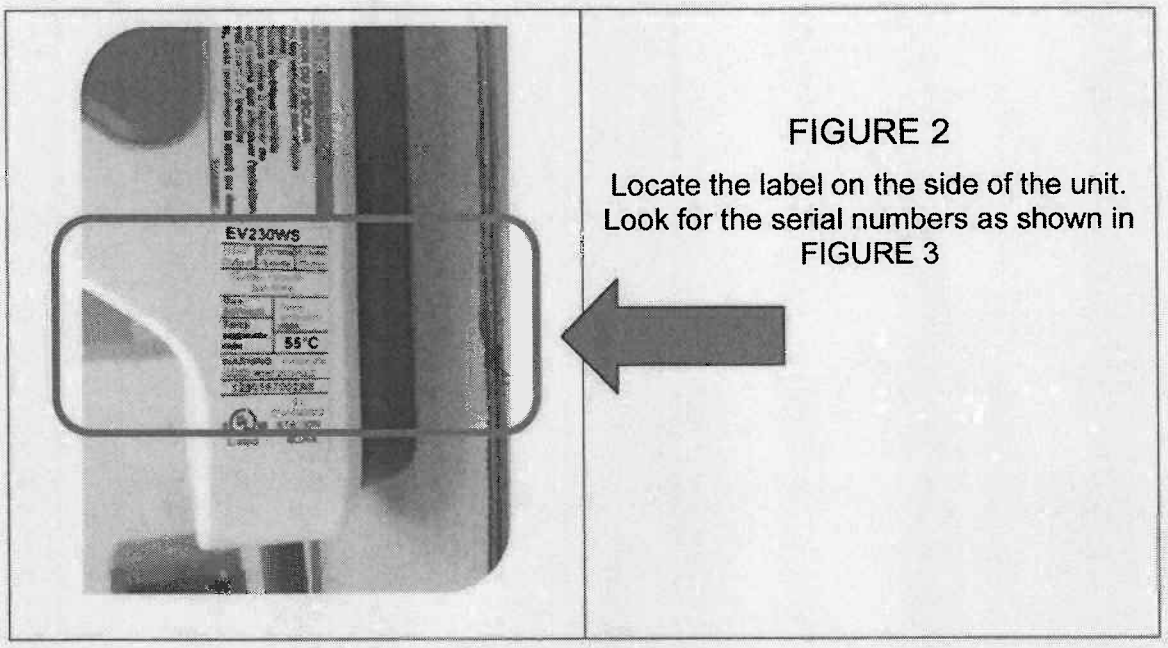


FIGURE 2

Locate the label on the side of the unit. Look for the serial numbers as shown in FIGURE 3

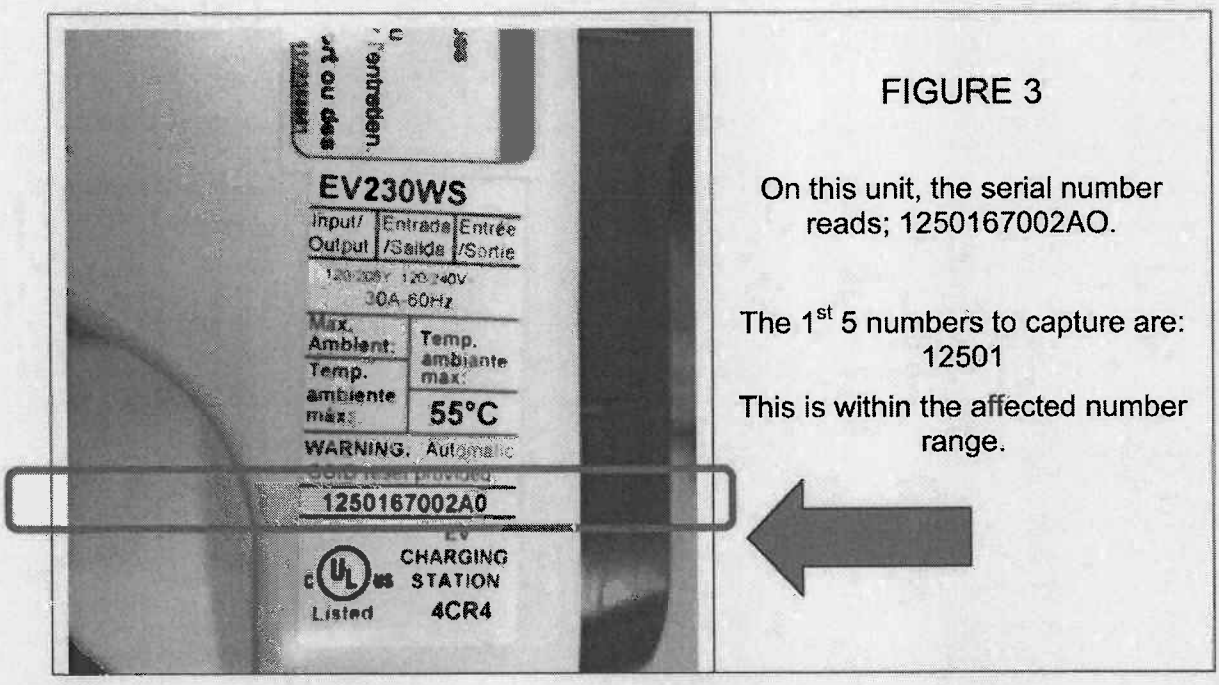


FIGURE 3

On this unit, the serial number reads; 1250167002AO.

The 1st 5 numbers to capture are: 12501

This is within the affected number range.

Step 3: Write down the **first five numbers** of the serial number listed (as shown in Figure 3) on the label and have it ready prior to calling Schneider Electric.

- Affected units have the first five numbers **from 12494 to 13117**

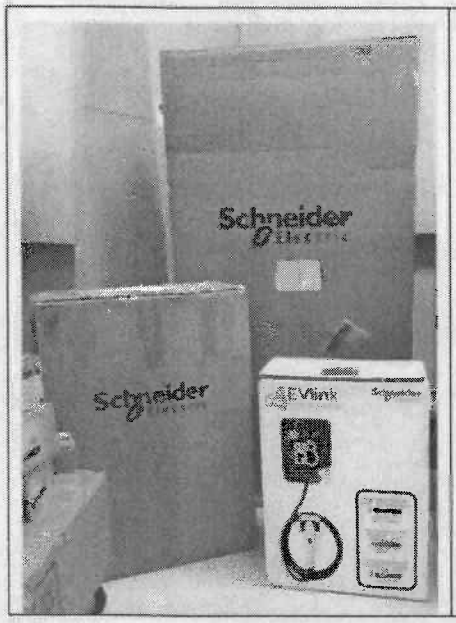
- If your unit is within this range, your unit is affected. Discontinue use immediately.
  - Call 877-283-7647, and refer to **PRB-52183** for **cord-set** replacement at no cost.
  - Complete EXHIBIT C and return the form to Schneider Electric.
- If your unit is outside the range, complete Attachment C and return the form to Schneider Electric. No further action is required on your part, and your unit can remain in service.

Identification Procedure of the affected EV Charging Stations (In The Box)

Step 1: Check the packaging of your Schneider Electric EV Charging Station and locate the external packaging label. (See Figures 4 & 5)

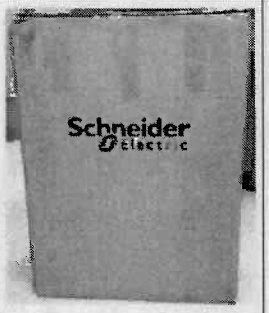
You want to find the label with the bar code (as shown if Figures 6 & 7). You can identify the affected products by finding 11 or 12 digit numbers near the bar code.

FIGURE 4



Your Schneider Electric EV Charging Station will be in one of these 3 types of package

FIGURE 5



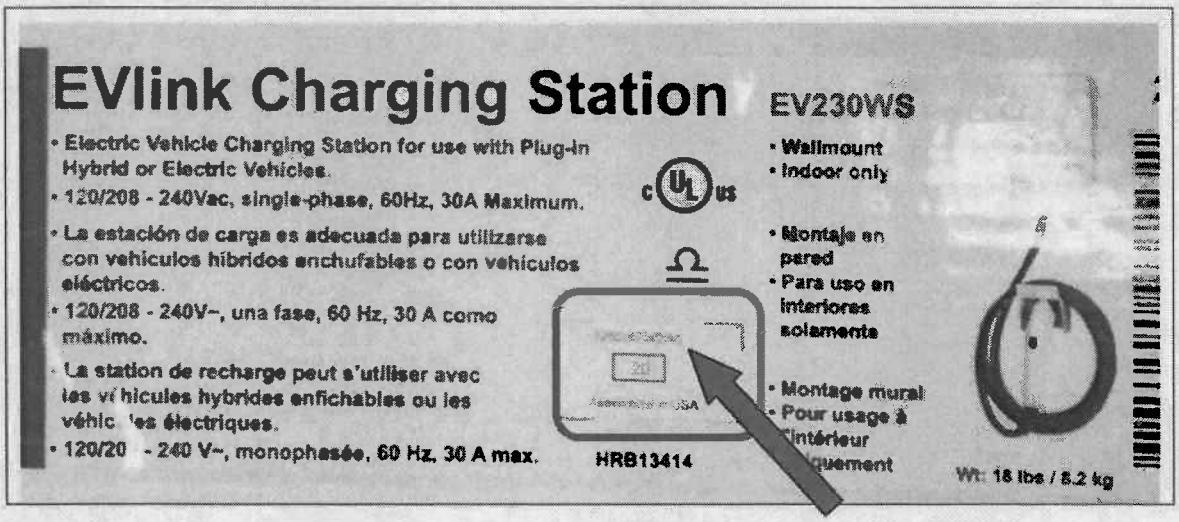
EV230WS	EV230WSR	EV230PSR	EV230PDR
Indoor Wall Mount	Single Wall Mount Outdoor	Single Pedestal Outdoor EV230PSRR	Dual Pedestal Outdoor

	EV230WSRR Single Wall Mount Outdoor with RFID access control	Single Pedestal Outdoor with RFID access control **EV230PSRACG** Single Pedestal Outdoor Networked Gateway **EV230PSRACNG** Single Pedestal Outdoor Networked Non-Gateway	**EV230PDRR** Dual Pedestal Outdoor with RFID access control **EV230PDRACG** Dual Pedestal Outdoor Networked Gateway **EV230PDRACNG** Dual Pedestal Outdoor Networked Non-Gateway

Step 2: Write down the **first five numbers** of the serial number listed (as shown below Figures 6 & 7) on the label and have it ready prior to calling Schneider Electric.

- Affected units have the first five numbers **from 12494 to 13117**
- If your unit is within this range, your unit is affected.
  - Call Customer Service Team at 877-283-7647 and refer to **PRB-52183** for replacement at no cost.
  - Complete EXHIBIT C and return the form to Schneider Electric.
- If your unit is outside the range, complete EXHIBIT C and return the form to Schneider Electric. No further action is required on your part, and your unit can remain in service.

FIGURE 6



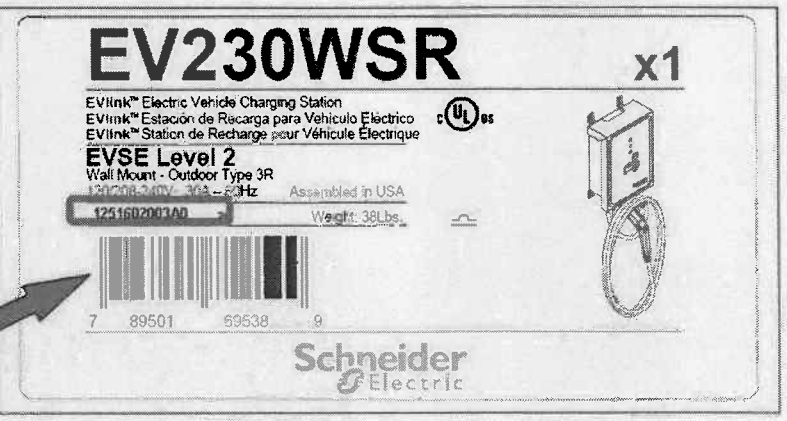
On the EV230WS- The External label has a 11-12 digit serial number
In this example- the serial number has 12 digits, and is # 1250167002AO
Write down the 1st 5 digits = 12501, this product **IS** one of the affected units

FIGURE 7

Look for the 11 or 12-digit number on the box label as shown here-

The number on this example is: 12516

This example is an affected product



EXIBIT B

DATE: March 26, 2013

TO: Users of Schneider Electric EV Charging Stations

SUBJECT: EV Charging Stations Manufactured from December 6, 2012 to March 17, 2013

⚠ PRODUCT SAFETY NOTICE

NOTICE OF POTENTIAL UNSAFE CONDITION

DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION

Dear Valued Customer,

According to our records, you have recently purchased one or more of Schneider Electric EVlink™ Electric Vehicle Charging Stations (catalog numbers beginning with EV230). You may also have received electric vehicle charging station unit(s) from third party suppliers.

As part of our ongoing quality test and monitoring process, we have recently discovered a component manufacturing issue that occurred between December 6th 2012 and March 17th 2013. This quality issue may affect the charging capability/performance of the EV Charging Station, and under certain conditions the charger plug attached to the cord set assembly and/or vehicle charging inlet receptacle may overheat.

The possible consequences are as follows:

- Personal injury due to direct contact with the plug
- Degradation of the car inlet/receptacle
- Degradation of the charger plug

Should one of the above issues occur, a potential for **PERSONAL INJURY AND/OR PROPERTY DAMAGE** exists. Stop using the charging station immediately. You may use the Level 1 charging unit supplied with your vehicle for charging.

Corrective actions are underway at our manufacturing plants, warehouses, authorized distributors and retail partners. The purpose of this letter is to inform you about:

- This issue
- Provide instructions to determine if you have an affected unit.
- How to get a replacement cord set.

Here is what you need to do:

- Review exhibit A attached for identifying the products affected by this Notice.
- Record the first 5 numbers of the serial number.
- Contact our services team at **877-283-7647**, 24 hours a day/7 days a week.
- When calling please refer to the **PRB-52183.**

Replacement parts and service will be performed by Schneider Electric **at no cost.**
We apologize for any inconvenience. Schneider Electric considers product safety and reliability our first priority.

Sincerely,

Mike Calise
Director, Electric Vehicle, Partner Business, Schneider Electric

Enclosed: (A) Identification Procedure of the affected EV Charging Stations
(B) Frequently Asked Questions
(C) Customer/Distributor Confirmation Form

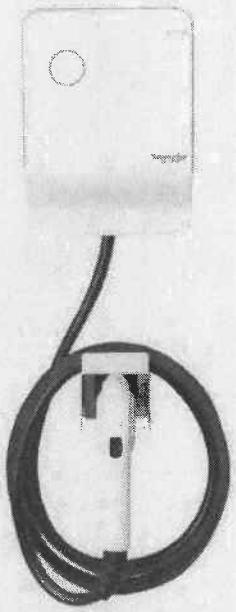
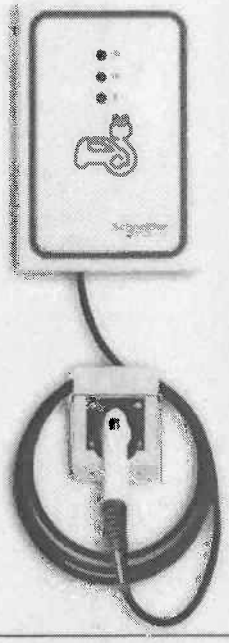
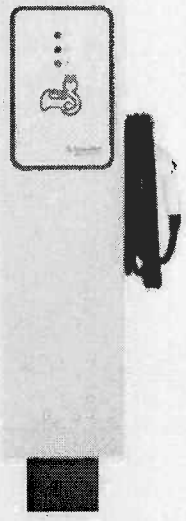
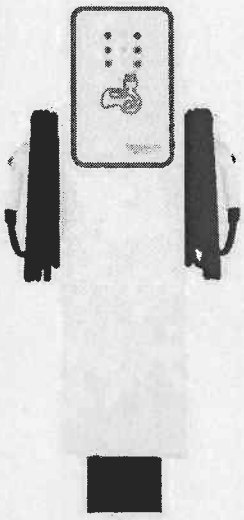
ATTACHMENT A

Identification Procedure of the affected EV Charging Stations:

Please follow the steps below to identify the charging station details prior to your call.

Step 1: Locate your Schneider Electric EV Charging Station (See Figure 1)

FIGURE 1

			
EV230WS Indoor Wall Mount for Residential Application	**EV230WSR** Single Wall Mount Outdoor **EV230WSRR** Single Wall Mount Outdoor with RFID access control	**EV230PSR** Single Pedestal Outdoor **EV230PSRR** Single Pedestal Outdoor with RFID access control **EV230PSRACG** Single Pedestal Outdoor Networked Gateway **EV230PSRACNG** Single Pedestal Outdoor Networked Non-Gateway	**EV230PDR** Dual Pedestal Outdoor **EV230PDRR** Dual Pedestal Outdoor with RFID access control **EV230PDRACG** Dual Pedestal Outdoor Networked Gateway **EV230PDRACNG** Dual Pedestal Outdoor Networked Non-Gateway

Step 2: Find the serial number on the side of your unit. (See Figure 2)

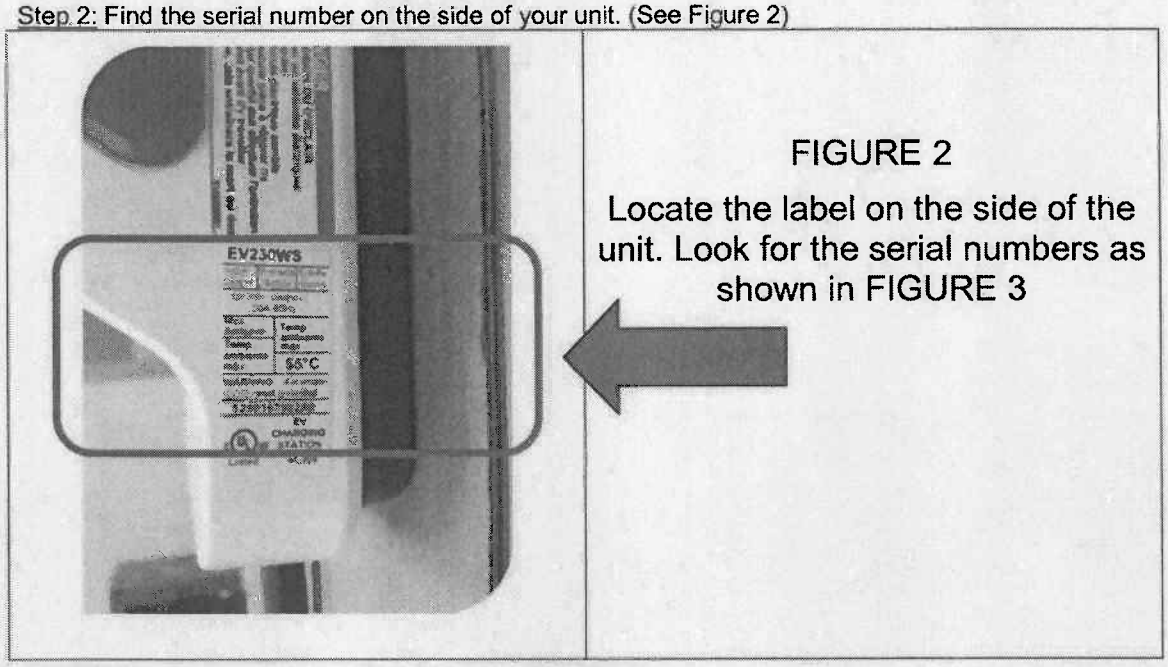


FIGURE 2

Locate the label on the side of the unit. Look for the serial numbers as shown in FIGURE 3

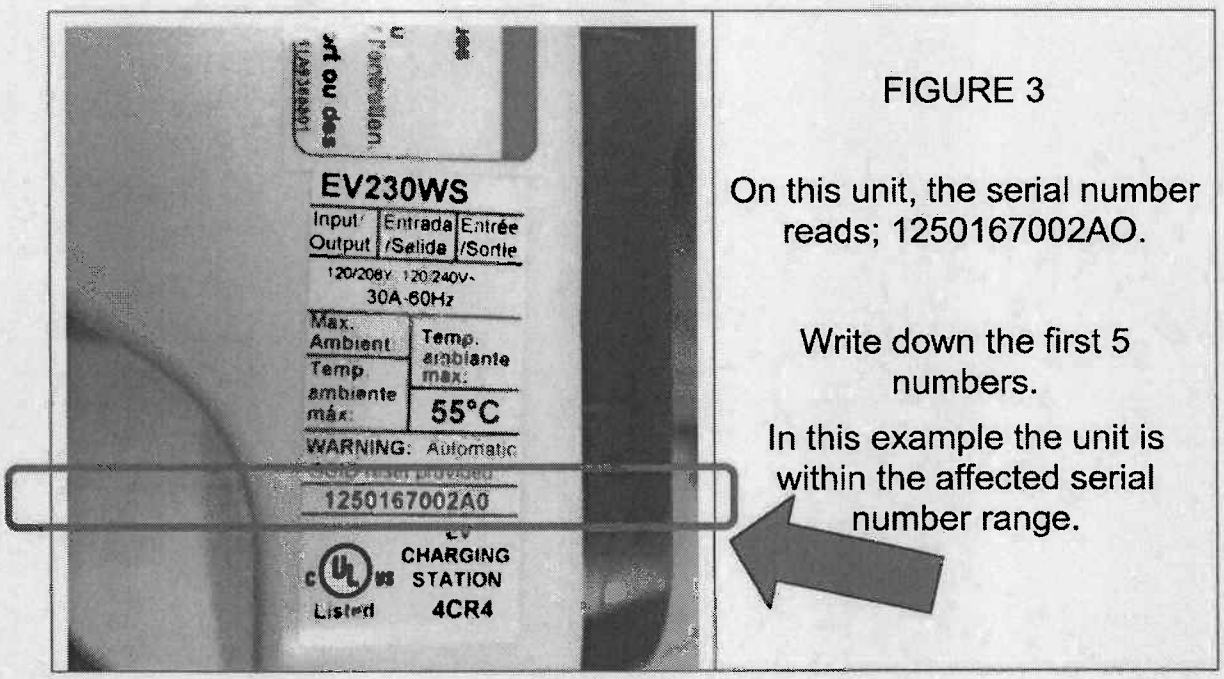


FIGURE 3

On this unit, the serial number reads; 1250167002AO.

Write down the first 5 numbers.

In this example the unit is within the affected serial number range.

Step 3: Write down the **first five numbers** of the serial number listed (as shown in Figure 3) on the label and have it ready prior to calling Schneider Electric.

- Affected units have the first five numbers **from 12494 to 13117**

- If your unit is within this range, your unit is affected. Discontinue use immediately.
  - Call **877-283-7647**, 24 hours a day 7 days a week and refer to **PRB-52183. A replacement cord-set will be installed** at no cost.
  - Complete EXHIBIT C and return the form to Schneider Electric.

Note: You may use the Level 1 charging unit received with your vehicle for charging.

- If your unit is outside the range, complete EXHIBIT C and return the form to Schneider Electric. No further action is required on your part, and your unit can remain in service.

ATTACHMENT B

Frequently Asked Questions

1. Can affected units cause electrical shock?
    a. Schneider Electric has determined that a potential for personal injury or property damage exists. You should stop using affected units immediately.
2. How can I continue to charge my car?
    a. If your vehicle inlet appears to be damaged, do not charge and contact your dealer. Otherwise use the Level 1 charger that came with your vehicle. Make sure you adhere to the vehicle's specifications on all proper Level 1 charging usage.
3. Can I inspect my unit to see if there is any damage?
    a. Follow the procedure outlined in this document.
4. How soon can this replacement be scheduled?
    a. Schneider Electric will schedule a date with you when you call.
5. How long does the replacement take?
    a. The replacement should not take more than 2 hours. In most cases the replacement time is expected to be around 1 hour.
6. How does the replacement cord set affect my home/business?
    a. Our technicians will need to disconnect the upstream power source during the replacement. In most cases this upstream device would be a branch circuit breaker. Our technician will need access to the circuit breaker panel where the upstream power source/disconnect point would be located.
7. How can I get more information on this subject?
    a. Please contact Schneider Electric at 877-283-7647. Our product specialist will be able to assist you further.
8. Do I need to fill out and return Exhibit C to Schneider Electric?
    a. Yes. You will continue to receive future mailings of this notification until the PSA Coordinator receives your acknowledgement that you have received it. Once we receive your response back, we will remove you from future mailings.

ATTACHMENT C

Customer/Distributor Confirmation Form

EV230 Potential Nonconformance of the EV Link Charger Plug

Products Manufactured from December 6, 2012 to March 17, 2013

Please complete this form and:

Mail to: Schneider Electric USA
PSA Coordinator- Shawn Rogers
1660 Scenic Avenue,
Costa Mesa, CA 92626 USA

OR

Fax to: (714) 444-0496 (USA)

OR

eMail to: EVLinkCSR@Schneider-Electric.com

Your name, company name and address: _____

_____

_____

_____ Acct. Number_____

Please check one box:

- ☐ We will notify our customers of this product safety notice
- ☐ Please notify our customers of this product safety notice
- ☐ I am the customer, I will contact Schneider Services
- ☐ Does NOT affect me, please remove me from your mailing list

If you choose to have us notify your customers, list them below. (Attach additional sheets as needed.)

Company Name		Company Name	
Contact/Phone #		Contact/Phone #	
Street		Street	
City		City	
State & Zip		State & Zip	
Q2C #	Cust PO#	Q2C #	Cust PO#

Company Name	Company Name
Contact/Phone #	Contact/Phone #
Street	Street
City	City
State & Zip	State & Zip