

# Part 573 Safety Recall Report

# 23E-093

**Manufacturer Name :** Hubbell Incorporated (Delaware)

**Submission Date :** JAN 23, 2024

**NHTSA Recall No. :** 23E-093

**Manufacturer Recall No. :** NR



## Manufacturer Information :

## Population :

**Manufacturer Name :** Hubbell Incorporated (Delaware)

**Number of potentially involved :** 2,500

**Address :** 40 Waterview Drive

**Estimated percentage with defect :** 1 %

Shelton CT 06484

**Company phone :** 882-4800

## Equipment Information :

**Brand / Trade 1 :** WIRECON

**Model :** SCD Duplex Receptacle 15A 125V White

**Part No. :** WDRU15WT

**Size :** NR

**Function :** NR

**Descriptive Information :** - Hubbell Incorporated (Delaware), Bryant Electric Division's ("Hubbell") recently discovered a manufacturing defect in its Wirecon SCD Duplex Receptacle 15A 125V White, part number WDRU15WT ("Affected Product"). As a result, and despite the fact that Hubbell has not received any reports of injury, property damage or malfunction, out of an abundance of caution, it initiated a recall on November 9, 2023, and updated it on November 21, 2023. We recently provided this recall notice to you on December 11, 2023 and incorporate the contents of that notice herein.

- Hubbell inspected returned product to confirm that the potential quality issue with WDRU15WT is the result of a molding issue that occurred at our supplier. We identified 8 date codes that could contain units with this nonconformance. The 8 date codes identify that the potentially defective product was produced by our supplier between July 14, 2023, and July 21, 2023, but shipped by Hubbell between September 9, 2023 and October 31, 2023.

-Recalled products may have the "HOT" and "Neutral" plug blade openings on one of the two receptacle outlet faces, reversed (see attached Updated Important Recall Notice).

- Based on information from our supplier, this issue could potentially impact approximately 2,500 products.

**Production Dates :** SEP 09, 2023 - OCT 31, 2023

**Description of Defect :**

Description of the Defect : Recalled products may have the “HOT” and “Neutral” plug blade openings on one of the two receptacle outlet faces, reversed (see attached Updated Important Recall Notice).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Affected Products may not perform in accordance with the product specifications, and if a 2-pole polarized plug (narrow hot blade & wider neutral blade) with no ground pin is inserted into the Affected Product, it could lead to product failure, property damage and an increased risk of fire or injury, even though no such reports have been received by Hubbell.

Description of the Cause : NR

Identification of Any Warning that can Occur : Unknown. No incidents have been reported to Hubbell.

**Involved Components :**

Component Name : WIRECON SCD Duplex Receptacle 15A 125V White

Component Description : 15A 125V White Receptacle

Component Part Number : WDRU15WT

**Supplier Identification :****Component Manufacturer**

Name : Hubbell Asia Ltd. (related company)

Address : Xingcheng Industrial Zone

Guangdong Province Dongguan City Foreign States

Country : China

**Chronology :**

Product is manufactured by Hubbell Asia Ltd, which is a corporate affiliate of Manufacturer.

10/26/2023 An email was received notifying Hubbell that some of the ground holes on the WDRU15WT were closed.

10/26/2023 Photos were taken to show the closed ground hole. They also highlight a second potential issue with the reverse polarity.

10/27/2023 A product complaint was submitted to the technical team for review with the date code from one of the defective units.

10/27/2023 Hubbell began the process of looking for any date codes of MLP3 and found 5 boxes; those boxes were shipped to the technical team in Shelton, CT.

10/31/2023 500 units arrived in Shelton, CT for technical team to inspect.

11/1/2023 Further efforts were undertaken to identify the pertinent date codes; 8 were identified. In light of this analysis, a notice was issued to hold shipment of any of those date codes and relays information back to Tech Services and Product Management

11/3/2023 An email was sent to distributors notifying them of the potential defective product and asked them to locate and isolate any of the potentially affected date codes.

11/9/2023 First recall notice was emailed to distributors.

11/3 to 11/17 Distributors were asked to search all of their current inventory for the affected date codes. They were also asked to reach out to end customers and send personnel to end customer plants to look for the affected date codes. A total of 29,355 units are located, isolated, and shipped back to Hubbell for inspection. Units arrive on various days between 11/8/2023 and 11/17/2023

11/15/2023 Further efforts were made to identify the potential container numbers with the WDRU15WT product.

11/16/2023 Based on this analysis on November 15, 2023, the date range of Affected Products was reduced to the potential shipment date from Arden, NC to Hubbell distributors to 9/9/2003 to 10/31/2023. The recall notice was updated and sent to distributors.

## Description of Remedy :

Description of Remedy Program : All uninstalled inventories of the Affected Product should be returned to the Hubbell factory for free replacement or credit for the purchase price. Any installed units need to be replaced by a certified electrician. Hubbell has requested our distributor customers assistance with identifying their customers to whom the products were sold.

How Remedy Component Differs from Recalled Component : Replacement product will conform to specifications.

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : First recall notice sent to Hubbell customers on 11/9/2023; Updated recall notice sent on 11/16/2023

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

**Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : Wesco MS Group

Address : 2900 Gray Fox Rd  
Monroe NC 28119

Country : US

Company Phone : NR

Name : Dave Carter & Associates

Address : 3530 SW 7th Street  
Ocala FL 34474

Country : US

Company Phone : NR

Name : Grand Design RV LLC

Address : 11333 County Road 2  
Middlebury IN 46540

Country : US

Company Phone : NR

Name : Forest River, Inc.

Address : 900 County Road 1  
Elkhart IN 46561

Country : US

Company Phone : NR

\* NR - Not Reported