

May 2023

**SAFETY WARNING! PLEASE READ!**  
**Important Recall Information regarding**  
**FLUKE-17XX, Flat Cable, Voltage Test Lead 3-phase+N**

Dear Fluke Customer,

Fluke Corporation has identified a safety issue affecting FLUKE-17XX, Flat Cable, Voltage Test Lead 3-phase+N cables produced from April 2021 up to and including November 2021 (the “Recalled Cables”). The Recalled Cables are sold separately as 3PHVL-17XX Cable Replacement Kits and are included with the following kits:

- Fluke-3540 Power Monitors
- 173x Series Power Loggers
- 174x Series Power Quality Loggers
- 177x Series Power Quality Analyzers

As a consequence, Fluke has decided to **recall** all the Recalled Cables and provide impacted customers with a free replacement.

**Before making any further use of the cables described above, please review the information in this Safety Warning to determine whether you are in possession of any Recalled Cables and what steps you must take to receive a replacement product if so. You should do this regardless of whether you have experienced any issues with any cables.**

We are sorry for any inconvenience this might cause you and hope you will understand that customer safety is our utmost priority.

**The Recalled Cables have date codes falling within the following range:**

Model Name	Manufacturing Dates	Starting Date Code	Ending Date Code
FLUKE-17XX, Flat Cable, Voltage Test Lead 3-phase+N	April 2021 - November 2021	21 - 04	21 - 11 (inclusive)

**Cables with date codes outside the above range are NOT affected by this recall. Cables with missing or illegible date codes should be considered to be affected by this recall.**

## **A. Where to find your product date code**

The date code of the cable can be found on both overmolds of the cable and is shown by two imprinted date wheels. The first wheel indicates a two-digit year and the second wheel indicates a month number. For example, the image below shows “21” and “11”, corresponding to November 2021, which would indicate that this particular cable is affected by this recall.



1.1: Year wheel, affected position in red.

1.2: Month wheel, affected positions in red.

The date wheels are small and may be difficult to read with the naked eye. If necessary, use a magnifying glass or a cellphone camera to view the date wheels. Cables with illegible date code wheels should be considered to be affected by this recall.

Some cables may instead have a code printed on the longer end of the L1/A cord. The code will have a manufacturer code, followed by a two-digit month and a two-digit year. For example, the image below shows “07/13” corresponding to July 2013. If a cable has this style of date code, it is not affected by this recall.



2.1: Manufacturer code

2.2: Two digit month

2.3: Two digit year

## **B. Description of safety issue**

An issue was discovered where the black molded plastic insulators covering the Neutral banana jack terminals of this cable set, manufactured within a narrow date range, are brittle and may crack. The cracks may occur during the factory assembly process or through stresses expected from normal operation and reasonable use. The cracks can be very difficult to see under typical inspection methods and may extend from the banana jack shroud into the hand held area of the connector. The presence of a crack may allow a voltage transient present on the mains conductor to arc to the user leading to electric shock from a hazardous live neutral conductor or a phase conductor. Additionally the cracks may spread and lead to further damage which could expose the metal parts of the connector and allow direct contact.

### **C. Corrective action**

**Please IMMEDIATELY STOP using your Recalled Cable.** Please register your Recalled Cable following the below instructions and make it unusable by cutting it in half. You will be asked to confirm destruction of your Recalled Cable during registration. Your Recalled Cable will be replaced at no cost.

### **D. What you need to do now**

Visit the following webpage: <https://fluke.com/en-us/support/safety-notice/17xx-quadcable-recall>. Follow the instructions to register your Recalled Cable. Please include your complete contact information, including email address and shipping address. We will send you a replacement cable at no cost.

Please accept our most sincere apologies for any inconvenience caused by this action and should you have any questions, please do not hesitate to contact us. Contact information can be found at <https://www.fluke.com/en-us/support/technical-support>.

Sincerely,

Suchi Srinivasan