

May 2023

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

Dear Fluke Distributor,

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.

This letter is to inform you of actions which you should take regarding the recall of units in your customers’ possession. It will also help you return any affected inventory that is currently in your possession. We are sorry for any inconvenience this might cause you, and hope you'll understand that customer safety is our utmost priority.

All product returns and exchanges will be handled by Fluke. As a distributor, Fluke is requesting your assistance in publicizing this recall to your customer base.

**The Recalled Cables have date codes falling within the following range.** This date code must be used to identify affected Cable Replacement Kits, which do not have separate serial numbers.

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.** Please see below for instructions on how to identify the product date code of a cable.

**Recalled Cables may also be present in kits that have serial numbers within the following range.** All kits within this serial number range that have not already been reworked must be returned to Fluke for rework. See Appendix A for how to identify reworked kits. See Appendix B for a complete list of part numbers affected.

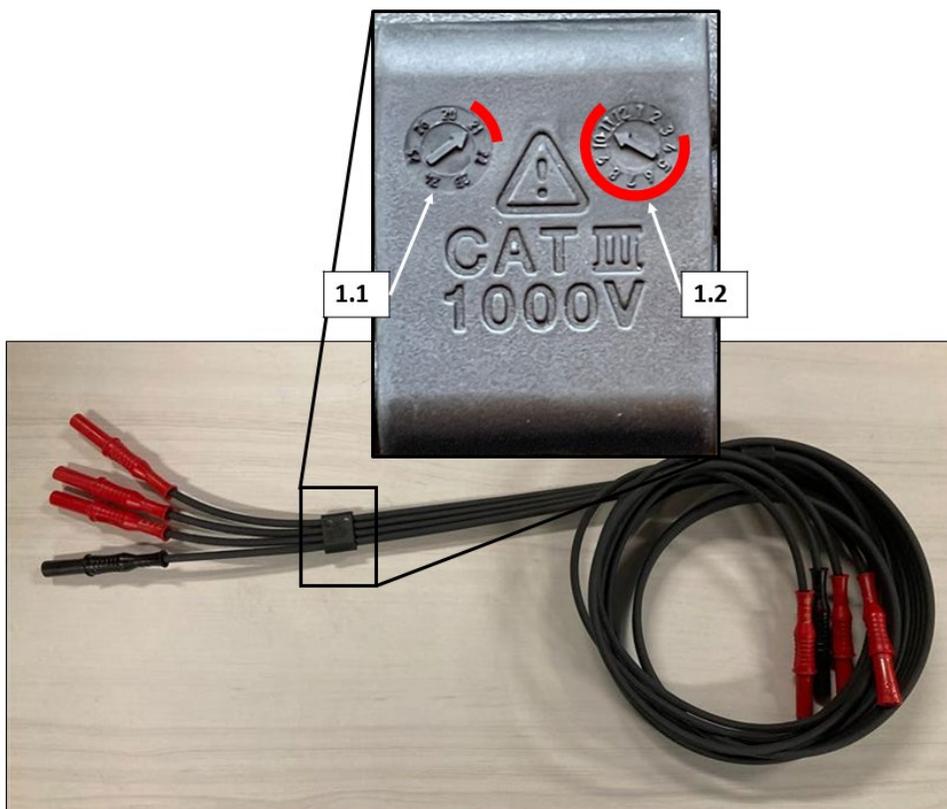
Kit Series Names	Manufacturing Dates	Starting Serial Number	Ending Serial Number
<ul style="list-style-type: none"> <li>- Fluke-3540 Power Monitors</li> <li>- 173x Series Power Loggers</li> <li>- 174x Series Power Quality Loggers</li> <li>- 177x Series Power Quality Analyzers</li> </ul>	April 1 <sup>st</sup> , 2021 – December 21 <sup>st</sup> , 2022	53900001	60199999 (inclusive)

**Kits with serial numbers outside the above range do NOT contain Recalled Cables and should not be returned to Fluke. Kits with missing or illegible serial numbers should be returned to Fluke for rework.**

**A. Where to find the 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.

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.



1.1: Year wheel, affected position in red.

1.2: Month wheel, affected positions in red.

Some cables may instead have a code printed on the longer end of the L1/A cord. The cable 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, 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. Actions regarding your Customers**

Fluke is enlisting your help to contact customers who may have purchased a kit including a Recalled Cable from you. To that end, Fluke is providing you with the following tools:

1. We have prepared a Safety Warning letter in PDF format to be sent by you to your customer

lists, which explains the safety issue, which products are affected and how your customers can register for a free replacement. This file is sent along with this letter. You can also download this file by clicking [17XXQuadcable\\_Customer\\_AMER\\_EN-US.pdf \(fluke.com\)](#). Please send this PDF document to your customer lists, in which your customers will see a link to <https://fluke.com/en-us/support/safety-notice/17xx-quadcable-recall>. This will take your customers to the recall web page.

2. A web page containing all relevant information: This web site has been prepared to answer any questions you or your customers may have regarding this recall and can be found here: <https://fluke.com/en-us/support/safety-notice/17xx-quadcable-recall>.

#### **D. What your Customers should do with their Recalled Cables**

Using the Fluke Safety Warning letter for end customers provided with this letter, please instruct end customers to take the following steps:

1. Stop using their Recalled Cable even if they have not experienced problems.
2. Verify whether the Recalled Cable is in the scope of the recall using the date codes provided above.
3. Register the Recalled Cable for a free replacement. The Recalled Cable can be registered by visiting <https://forms.fluke.com/IG-GL-MULTI-2023-QUADCABLERCALL-LP-1-A?lcid=c671b372-2ae5-ed11-a7c7-6045bd0067ab&lrpf=MULTI&plt=200000001&cra=100000006&scl=11291&redir=https://fluke.com/en-us/fluke/thank-you-for-contacting-fluke-0>. Follow the step-by-step instructions provided.
4. Make the Recalled Cable unusable by cutting it in half.

When Fluke receives the registration of the Recalled Cable, we will replace it free of charge.

#### **E. What you need to do with any existing Recalled Cables or kits containing Recalled Cables in your inventory**

- Please **IMMEDIATELY STOP SELLING** the products falling within the date code range or serial number range provided above. Please **QUARANTINE ALL UNITS** that fall within the affected ranges.
- Send an email to [orders@flukecal.com](mailto:orders@flukecal.com) for an RMA for credit. Please ensure you include the following:
  - Contact Information
  - Email Address
  - Branch Locations that need to be credited (be sure to include the item/product# and quantity by branch location)

Please note: This RMA will be for Credit Only. In order to process the RMA, you must provide a new PO for the items being returned. Items over 1 year old will be accepted for RMA but need to be in new condition. The Fluke order management team will follow up with the RMA# and UPS account details (shipment costs are paid by Fluke).

- As soon as your RMA is received in our warehouse, Fluke will prioritize your backlog orders for shipment.

- Confirm whether you have any Recalled Cables in your possession other than in your inventory, for instance, for demonstration purposes. If so, **IMMEDIATELY STOP USING THE CABLES** and follow the instructions for end customers set out in the Safety Warning letter provided to receive a replacement free of charge.

**E. Confirm to Fluke that you have taken the necessary actions**

Please confirm to Fluke by email response to this Safety Warning letter that you have communicated the Fluke Safety Warning letter to your customers and quarantined any Recalled Cables, as described above.

Fluke greatly appreciates your assistance with this recall. Our customers' safety is our primary concern which is why we are implementing this recall and requesting your assistance; your efforts in this recall project are critical to its success.

Sincerely,

Suchi Srinivasan

**Appendix A: Serial number range of product kits that should be returned to Fluke**

Product kits with serial numbers between 53900001 and 60199999 (inclusive) (kit manufacturing dates April 1<sup>st</sup>, 2021 – December 21<sup>st</sup>, 2022) may contain the Recalled Cable and should be returned to Fluke according to the instructions in this letter. The serial number of a finished good can be found on the product label. If a serial number is illegible or missing, please return the product to Fluke.

Product returned to Fluke will be checked for the Recalled Cable, reworked if necessary, and returned to active Fluke stock. Any product within the above serial number range that has already been checked and reworked will have a blue sticker next to the product label. See below for an example of a product label with a blue dot. Product delivered with this sticker should not be returned to Fluke.



## **Appendix B: List of products containing the Recalled Cable**

Item Number	Description
<b>3PHVL-17XX Cable Replacement Kits</b>	
5017205	3PHVL-17XX KIT,3PHVL, JUMPER CABLE, REPLACEMENT KIT
5014802	3PHVL-17XX,CABLE ASSEMBLY, VOLTAGE TEST LEAD 3-PHASE+N
<b>FLUKE-3540 Power Monitors</b>	
5081559	FLK-3540 KIT UK/EU,3PHASE PWR MONITOR&CONDITION MONITORING UK/EU
4948724	FLUKE-3540 FC KIT,3PHASE PWR MONITOR&CONDITION MONITORING
4797246	FLUKE-3540 FC,3 PHASE POWER MONITOR-EN,FR,DE
<b>173x Series Power Loggers</b>	
4706566	FLUKE-1732/B,ENERGY LOGGER, BASIC VERSION
4706548	FLUKE-1732/EUS,ENERGY LOGGER, EU/US VERSION
4706553	FLUKE-1732/INTL,ENERGY LOGGER, INTERNATIONAL VERSION
4710180	FLUKE-1732/JP,ENERGY LOGGER, JAPAN VERSION
4706582	FLUKE-1734/B,ENERGY LOGGER, ADVANCED VERSION NO FLEXIS
4706594	FLUKE-1734/EUS,ENERGY LOGGER, EU/US ADVANCED VERSION
4706608	FLUKE-1734/INTL,ENERGY LOGGER, INTERNATIONAL ADVANCED VERSION
4710198	FLUKE-1734/JP,ENERGY LOGGER, JAPAN VERSION
4710227	FLUKE-1734/WINTL,ENERGY LOGGER, WIRELESS INTERNATIONAL
4563561	FLUKE-1736/B, POWER LOGGER, BASIC VERSION
4534519	FLUKE-1736/EUS, POWER LOGGER, EU/US VERSION
4563550	FLUKE-1736/INTL, POWER LOGGER, INTERNATIONAL VERSION
4710167	FLUKE-1736/JP,POWER LOGGER, JAPAN VERSION
4710159	FLUKE-1736/WINTL,POWER LOGGER, WIRELESS INTERNATIONAL
4891678	FLUKE-1736/EUS-GOLD,FLUKE-1736 EUS, PORTABLE ENERGY LOGGER EU VER - GOLD EDITION
4588378	FLUKE-1738/B, POWER LOGGER, ADVANCED VERSION NO FLEXIS
4563577	FLUKE-1738/EUS, POWER LOGGER, EU/US ADVANCED VERSION
4588384	FLUKE-1738/INTL, POWER LOGGER, INTERNATIONAL ADVANCED VERSION
4710171	FLUKE-1738/JP,POWER LOGGER, JAPAN VERSION
4710209	FLUKE-1738/WINTL,POWER LOGGER, WIRELESS INTERNATIONAL
5225035	FLUKE-1738 FTP KIT,FLUKE-1738/INTL + FTP17XXPQ FUSED TEST PROBES
5017548	FLUKE-1738/EU-GOLD-E,FLUKE-1738,PORTABLE ENERGY LOGGER EU VER-GOLD EDIT-ENGLISH
4891684	FLUKE-1738/EU-GOLD-F,FLUKE-1738,PORTABLE ENERGY LOGGER EU VER-GOLD EDIT-FRENCH
4961881	FLUKE-1738/EU-GOLD-G,FLUKE-1738,PORTABLE ENERGY LOGGER EU VER-GOLD EDIT-GERMAN
4891691	FLUKE-1738/EU-GOLD-I,FLUKE-1738,PORTABLE ENERGY LOGGER EU VER-GOLD EDIT-ITALY
5350529	FLUKE-1738/GOLD-IGF,FLUKE-1738,PORTABLE ENERGY LOGGER EU VER-GOLD EDIT-IGF
4737693	FLUKE-1736/EUS/WWG,POWER LOGGER, EU/US VERSION, 45LN71
4737700	FLUKE-1736/B/WWG,POWER LOGGER, BASIC VERSION, 45LN72

5570489	FLUKE-1736/FPC,1 YR PREMIUM CARE WITH 1736 POWER LOGGER
4737717	FLUKE-1738/EUS/WWG,POWER LOGGER, EU/US ADVANCED VERSION, 45LN73
4737721	FLUKE-1738/B/WWG,POWER LOGGER, ADVANCED VERSION NO FLEXIS, 45LN74
5570492	FLUKE-1738/FPC,1 YR PREMIUM CARE WITH 1738 POWER QUALITY ANALYZER

#### 174x Series Power Quality Loggers

4920613	FLUKE-1742/15/EUS,POWER QUALITY LOGGER W/ 24IN/60CM 1,500A IFLEX, EUS VERSION
4920672	FLUKE-1742/15/INTL,POWER QUALITY LOGGER W/ 24IN/60CM 1,500A IFLEX, INTL VERSION
4920651	FLUKE-1742/30/EUS,POWER QUALITY LOGGER W/ 24IN/60CM 3,000A IFLEX, EUS VERSION
4920685	FLUKE-1742/30/INTL,POWER QUALITY LOGGER W/ 24IN/60CM 3,000A IFLEX, INTL VERSION
4920660	FLUKE-1742/B/EUS,POWER QUALITY LOGGER W/ NO IFLEX, EUS VERSION
4920697	FLUKE-1742/B/INTL,POWER QUALITY LOGGER W/ NO IFLEX, INTL VERSION
4920703	FLUKE-1746/15/EUS,POWER QUALITY LOGGER W/ 24IN/60CM 1,500A IFLEX, EUS VERSION
4920732	FLUKE-1746/15/INTL,POWER QUALITY LOGGER W/ 24IN/60CM 1,500A IFLEX, INTL VERSION
4920715	FLUKE-1746/30/EUS,POWER QUALITY LOGGER W/ 24IN/60CM 3,000A IFLEX, EUS VERSION
4920744	FLUKE-1746/30/INTL,POWER QUALITY LOGGER W/ 24IN/60CM 3,000A IFLEX, INTL VERSION
4920726	FLUKE-1746/B/EUS,POWER QUALITY LOGGER W/ NO IFLEX, EUS VERSION
4920759	FLUKE-1746/B/INTL,POWER QUALITY LOGGER W/ NO IFLEX, INTL VERSION
4920767	FLUKE-1748/15/EUS,POWER QUALITY LOGGER W/ 24IN/60CM 1,500A IFLEX, EUS VERSION
4920798	FLUKE-1748/15/INTL,POWER QUALITY LOGGER W/ 24IN/60CM 1,500A IFLEX, INTL VERSION
4920771	FLUKE-1748/30/EUS,POWER QUALITY LOGGER W/ 24IN/60CM 3,000A IFLEX, EUS VERSION
4920800	FLUKE-1748/30/INTL,POWER QUALITY LOGGER W/ 24IN/60CM 3,000A IFLEX, INTL VERSION
4920780	FLUKE-1748/B/EUS,POWER QUALITY LOGGER W/ NO IFLEX, EUS VERSION
4920817	FLUKE-1748/B/INTL,POWER QUALITY LOGGER W/ NO IFLEX, INTL VERSION

#### 177x Series Power Quality Analyzers

5117269	FLUKE-1773,POWER QUALITY ANALYZER
5272757	FLUKE-1773/BASIC,POWER QUALITY ANALYZER, BASIC
5272778	FLUKE-1773/BASIC/CN,POWER QUALITY ANALYZER, BASIC CN
5272769	FLUKE-1773/CN,POWER QUALITY ANALYZER, CHINA
5117278	FLUKE-1775,POWER QUALITY ANALYZER
5272784	FLUKE-1775/BASIC,POWER QUALITY ANALYZER, BASIC
5272804	FLUKE-1775/BASIC/CN,POWER QUALITY ANALYZER, BASIC CN
5272791	FLUKE-1775/CN,POWER QUALITY ANALYZER, CHINA
5126630	FLUKE-1777,POWER QUALITY ANALYZER
5272819	FLUKE-1777/BASIC,POWER QUALITY ANALYZER, BASIC
5272837	FLUKE-1777/BASIC/CN,POWER QUALITY ANALYZER, BASIC CN
5272828	FLUKE-1777/CN,POWER QUALITY ANALYZER, CHINA
5335300	FLUKE-1775/FPC,POWER QUALITY ANALYZER WITH 1 YR PREMIUM CARE STD
5437565	FLUKE-1777/FPC,FLUKE-1777 POWER QUALITY ANALYZER WITH 1 YR PREMIUM CARE