

## PRODUCT CONTAINMENT REQUEST 50A Shore Power Inlets (93379)

March 15, 2022

Dear Valued Customer:

We are writing to inform you of a Patrick Industries product containment request. Due to a potential quality issue, we are asking you to contain your inventory of 50A Shore Power Inlets (Part No. 93379) received at your plant between February 2 and February 22, 2022.

### What is the Problem?

Patrick Distribution was made aware that a number of 50A Shore Power Inlets (93379) manufactured and imported by ZH Brothers International and distributed by Patrick Distribution were not manufactured to specifications. Specifically, the lugs for the inlets in two shipment lots were produced using an excessively hard material that may prevent proper torquing of the lug to the required 20in/lbs. If the lugs are not properly torqued, they may loosen and cause arching, overheating and, potentially, a fire.

Upon consultation with the manufacturer, we determined that the issue was isolated to two (2) recent import shipments, which can be identified by the PO numbers "100P044900" and "100P044934" stamped on the box, as shown here:



These parts were received into Patrick Distribution's stock on February 1 and February 9, 2022 and supplied to you between February 2 and February 22, 2022.

### What Should You Do?

- (1) Please check your parts inventory for any remaining parts and return them to Patrick Distribution. Patrick Industries will cover return freight charges. Again, this action applies only to products with container markings of 100P044900 and 100P044934.
- (2) For any vehicles on which parts were installed between February 2, 2022 and the date by which your inventory was contained, we recommend that the torque be checked and confirmed as meeting the 20in/lbs. specification. If the lugs are unable to be torqued to 20-in/lbs., the inlet should be removed and replaced with a new inlet. If the lugs are confirmed as meeting the





torque specification (20in/lbs.), no further action is necessary. We will reimburse you 0.25 hours for inspection and, if the inlet needs replacing, an additional 0.25 hours for replacement, in accordance with our standard warranty procedure.

- (3) If vehicles containing the affected inlets have left your control, we recommend that you advise dealers or owners of this issue and arrange to have the inlets inspected for proper torque and, if necessary, replaced on their units. You should also consider any regulatory reporting obligations in connection with this concern.

If you have questions, please contact Orrin Price at (574) 612-6271 or [priceo@patrickind.com](mailto:priceo@patrickind.com).

\* \* \*

We apologize for the inconvenience this issue may cause.

Sincerely,

Patrick Distribution



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