


IMMEDIATE ACTION REQUIRED

July 12, 2018

PRODUCT RECALL
Specified Product and Serial Numbers of 3M™ PELTOR™
COMTAC™ Hearing Defender Headsets

Dear Valued 3M Customer,

This letter is to inform you that 3M recently discovered that the sound localization performance of the 3M™ PELTOR™ COMTAC™ Hearing Defender headsets can be negatively affected by a wiring issue. Although hearing protection and sound detection capabilities are not affected by this issue, the product does not function as expected. In addition, although no injuries have been reported, it is possible that users may experience greater challenges in field operations from the diminished ability to localize the sound. As a result, 3M has decided to conduct a **product recall of 3M™ PELTOR™ COMTAC™ Hearing Defender Headsets as listed in the chart below**. Note that no other 3M PELTOR products are within the scope of this notice – in other words, 3M™ PELTOR™ COMTAC™ Two-way Tactical Communication headsets are NOT affected by this Product Recall Notice.

All products in this chart are subject to recall:

Product Number	Serial Numbers
MT17H682FB-FB	01 - 01938
MT17H682FB-09 CY	57 - 5831
MT17H682FB-09 FG	01 - 11744
MT17H682FB-09 SV	01 - 4859
MT17H682BB-09 CY	06 - 1024
MT17H682P3AD-09 SV	01 - 0752

ACTION REQUIRED: For Hearing Defender headsets listed in the chart above:

- Please discontinue use of your Hearing Defender headset in tactical operations where sound localization is required.
- Please call 3M PELTOR Customer Service Line at 1-800-328-1667, Option #2 and then Option #1 to arrange shipment for repair or replacement at our discretion.

To identify the affected products, refer to the sticker located on the bottom of the right earcup. If the sticker contains a model number and serial number falling within the range listed above, the above listed action should be taken.

Example of product number and serial number sticker on headset:



Product Number and
Serial number

3M Contact Information

3M Customer Care Center – Contact for replacement options:
1-800-328-1667, Option #2, Option #1, Monday - Friday 8 a.m. to 5 p.m. CST.
peltor.comms@mmm.com

3M PELTOR Technical Service – Contact for technical questions regarding this letter:
1-800-665-2942, Option #1, Monday - Friday 8 a.m. to 4:30 p.m. CST

3M strives to provide the highest quality of hearing protection products, and we regret any inconvenience this may have caused.

Sincerely,

Brian Myers
Business Director, Hearing-Head-Eye-Face & Reflective Products
3M Personal Safety Division