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February 2016

Re: 3M™ Batteries in Use with 3M™ Wireless Communication System C1060 and XT-1 Headsets

Dear Valued 3M Customer,

3M has received a small number of field reports relating to the performance of the 3M™ Battery used in the 3M™ Wireless Communication System C1060 and XT-1 Headsets. Note: there have been no reports of injury associated with these batteries.

Nevertheless, 3M has initiated an investigation into these batteries and is proactively issuing the following notification and instructions. **Please review this notice and take appropriate action.**

What 3M Product?

The 3M™ Battery used in the C1060 and XT-1 Headsets (both use the same battery), with the 3M logo engraved on the front of the battery panel. **Note: Batteries which are not marked with the 3M logo are NOT covered by this notification.**

Front of C1060/XT-1 battery with 3M Logo engraved



3M Part No.	UPC	Description
78-6911-4721-5	00051111119105	3M™ Battery for C1060 & XT-1 Headset, 1-pack
78-6911-5123-3	00051141529110	3M™ Battery for C1060 & XT-1 Headset, 3-pack
78-6911-5164-7	00051141529653	3M™ Battery for C1060 & XT-1 Headset, 6-pack

The 3M™ Battery used in the 3M™ Drive-Thru Headset System G5 **is NOT impacted.**

What Action Should Be Taken?

Inspect each 3M™ Battery within a C1060 or XT-1 headset:

1. Remove the battery from the headset.
2. Confirm that the battery is a 3M™ Battery by locating the 3M logo engraved on the front battery panel. See front of battery image above.
3. Check the battery for any abnormalities, such as bulging, cracks in the plastic case, and/or deformities in the plastic case.
4. **If the battery looks abnormal in any way, stop using it.**
5. Remove any abnormal battery from use and follow the steps below to either (a) request a free replacement battery or (b) upgrade your system to the 3M™ Drive-Thru Headset System G5.

Replace abnormal batteries:

1. Take a photo of the front and the back of the abnormal battery.
2. Call 3M at 800-453-0775 or send an email to bcسدcomplaints@mmm.com to request a replacement battery.
3. **You will need to send the photo before the battery will be replaced.**
4. 3M will ship you a replacement battery as soon as possible.
5. **By requesting replacement of abnormal batteries, you are committing to stop using all replaced 3M C1060/XT-1 batteries and to take those batteries out of service.**
6. Please properly dispose of the abnormal batteries. Contact Call2Recycle for information about disposal: www.call2recycle.org/locator

Special Offer - Upgrade to 3M™ Drive-Thru Headset System G5:

1. Call 3M at 1-800-854-4266 to initiate the upgrade process.
2. 3M will coordinate with a 3M authorized dealer in your area to facilitate the upgrade.
3. The dealer will provide pricing, install the new 3M equipment, and collect all 3M C1060/XT-1 batteries.
4. **By participating in an upgrade to the G5 Headset System, you are committing to remove all 3M C1060/XT-1 batteries from service**
5. Please properly dispose of the abnormal batteries. Contact Call2Recycle about disposal: www.call2recycle.org/locator

3M C1060/XT-1 batteries that **DO NOT** exhibit abnormalities, such as bulging, cracks in the plastic case, and/or deformities in the plastic case may continue to be used.

3M recommends that you regularly inspect your batteries, as well as follow the operating instructions included in the manual that accompanied your 3M™ Wireless Communication System C1060 and XT-1 Headsets. These operating instructions can also be downloaded from <http://qr.3m.com/drivethru>

Please know 3M remains committed to providing high quality products and we sincerely apologize for the inconvenience caused by this situation.

Best regards,

Barb LaRock
US Business Manager
3M Drive-Thru Communications Business