



Product Advisory

Products:

3M™ PELTOR™ ComTac™ VI NIB Headsets

Models: MT20H682-**N**

Impacted Dates:

Headsets manufactured prior to April 2023.



➔ **This is not a recall. 3M™ PELTOR™ ComTac™ VI NIB Headsets remain safe to use for hearing protection and communication purposes.**

Dear Valued Customer:

As part of 3M's ongoing commitment to delivering high quality safety equipment, we are notifying our customers of the following information:

In recent testing, 3M discovered that when headset battery levels become too low and the communication microphone picks up a sound, the electronics can create potentially loud interruptive feedback that is broadcasted across the Natural Interaction Behavior (NIB) radio channel on headsets that are within range. Powering off the headset or removing the batteries may be required to stop the feedback. This condition has only been detected after the batteries are drained to a level below where the product would have already provided low-battery warning signals. Users that have turned off headset warning signals will not receive the low-battery warning. It is recommended that users do not turn off the low-battery signals and change the batteries when prompted, or sooner based on mission requirements.

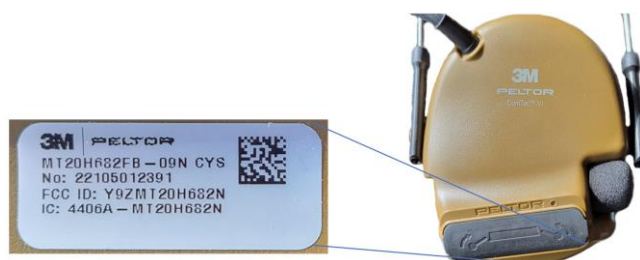
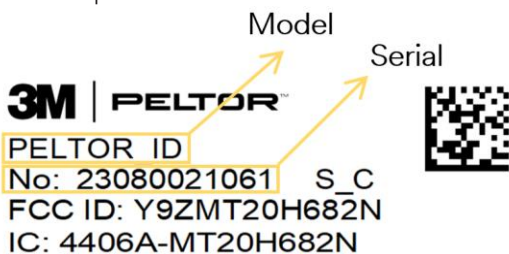
A firmware update to correct the potential occurrence of this behavior has been identified and has been implemented at manufacturing in April 2023. This update will also implement other identified improvements in the firmware. This advisory does not apply to any other 3M™ PELTOR™ ComTac™ Models. Please refer to the details below to determine if your product is affected.

End Users

All versions of the 3M™ PELTOR™ ComTac™ VI NIB Headsets manufactured after April 2023 are not affected by this advisory notice.

Step 1: Determine if your product is included in the advisory by looking at the headset. Headsets can be identified as having ComTac VI printed on each earcup with the MT20H682**-**N (model and serial number can be found on the product label).

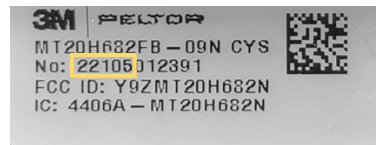
Please see examples below:



3M remains committed to providing quality products and services to our customers. We apologize for any inconvenience that this situation may cause you. We appreciate your continued support of 3M Personal Safety products and services.

Step 2:

- a. **If any product has a small black dot below the QR code** (refer to picture on the right), the unit has already been updated and is no longer affected. No additional action is required.
- b. **If the label says, “Made in Sweden”** (refer to picture on the right), serial numbers start with WWYY (Week/Year). Any serial number prior to Week **13** of **2023** (1323xxxxxx) is affected and user should move on to Step 3. If not affected, no additional action is required.
- c. **If the label does NOT say, “Made in Sweden”** (refer to picture on the right), then serial numbers start with YYDDD (Year/Julian Date). If the first 5 digits of the serial number is less than or equal to 23090 (23090xxxxxx), the product is affected and user should move on to Step 3. If not affected, no additional action is required.



Example: Serial Number **22105021061** – the first 5 digits are **22105**, which is less than 23090 and therefore affected.

Step 3: If you determine your product is affected, it is recommended that you contact your local 3M PELTOR Service Center to initiate the process of returning any product for the software update. Service Center numbers are listed below:

In United States of America:
1-800-665-2942, Option #2

In Canada:
1-800-268-6235

Step 4: Until the firmware update has been completed, it is recommended that users ensure headset low battery warning signals are turned on and that batteries are replaced when the low battery voice prompt is heard or sooner based on mission requirements.

Distributors

Upon receipt of this Advisory, please immediately forward this product advisory to any customers who have purchased affected products from you and provide any assistance requested by the customers to complete the process.

If you have any questions, please contact our Technical Service support team:

US: Call 1-800-665-2942 or email psdtechnicalsupport@mmm.com

Canada: Call 1-800-267-4414 or email psdtechsupport-ca@mmm.com

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