



User Safety Notice Latchways Standard Self-Retracting Lifeline

January 4, 2021

MSA Corporate Center
1000 Cranberry Woods Drive
Cranberry Township, PA 16066
800.MSA.2222
www.MSAafety.com

Dear MSA Fall Protection Customer,

MSA is issuing this User Safety Notice to inform you that MSA has received field reports of a limited number of Latchways Standard Self-Retracting Lifelines (SRL) in which some internal bolts came loose. **MSA has not received any reports of injuries associated with this condition. However, we are requesting that you perform the actions outlined in this notice.**

Over time, the loose bolts will be identifiable by the user as extraction of the cable from the SRL housing will no longer be possible. However, MSA's investigation has determined that this may be preceded by a window of time in which a fall may not be arrested.

Our investigation has determined that a small percentage of the part numbers in Table 1 that were manufactured between May 11 and December 3, 2020 may be affected.

MSA is advising all customers remove from service and return to MSA for rework any Latchways Standard SRL with a part number shown in Table 1 AND a manufacturing date from 05/2020 to and including 12/2020.



Part Numbers			
62209-00	62210-00OG	62707-00CN	62410-00BR
62209-00UK	62210-00OR	62707-00EU	62410-00CN
62209-00US	62210-00RU	62409-00	62410-00OG
62210-00	62210-00TL	62409-00AR	62410-00RU
62210-00US	62210-00UK	62409-00UK	62410-00UK
62210-00CN	62210-00UKTL	62409-00US	-
62210-00GN	62707-00	62410-00	-

Table 1 – Affected Part Numbers

Identifying Potentially Affected Product

Perform the following steps to determine whether your SRL needs to be returned to MSA for rework.

- 1) Confirm that the part number is one of those listed in Table 1. Reference Figure 1. If your SRL is **not** one of these part numbers, no further action is needed. If your SRL is one of these part numbers, proceed to step 2.
- 2) Confirm that the manufacturing date marked on the unit is 05/2020, 06/2020, 07/2020, 08/2020, 09/2020, 10/2020, 11/2020 or 12/2020. If the manufacturing date is **not** in this range, no further action is needed. If the manufacturing date is in this range, proceed to step 3.
- 3) Confirm whether a green dot is present next to the service label, or on the box label for an unopened unit. Reference Figure 2. If the green dot is present, the unit has been re-worked by MSA and no further action is needed. If the green dot is not present, follow the instructions below for Addressing Potentially Affected Latchways Standard SRLs.



Figure 1 – Part Number and Manufacturing Date Location



Figure 2 – Marking on Reworked Unit

Addressing Potentially Affected Latchways Standard SRLs

We recognize that this is an inconvenience and in an effort to minimize any disruption, we pledge to take any rework actions as expeditiously as possible.

If you are in possession of Latchways Standard SRLs that meet the criteria for affected product above, we will rework them free of charge. Additionally, we will perform a routine service free of charge.

To arrange for rework of your units, please contact MSA Customer Service at the phone number or e-mail below.

MSA Customer Service Contact Information:

If you have any questions regarding this User Safety Notice, please contact MSA Customer Service as follows:

- U.S., Canada, or U.S. Territories – 1-866-672-0005 or by email at: ProductSafetyNotices@MSAsafety.com.



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- Outside the U.S., Canada, and U.S. Territories – 724-776-8626 or by email at: LAMZonecs@MSAafety.com.

We apologize for any inconveniences that this may cause; however, your safety and continued satisfaction with our products is important to us.

Best regards,

A handwritten signature in blue ink that reads "Nathan Andrulonis".

Nathan Andrulonis
Director, Product Safety

PS20032-04