

# Recalls and safety alerts

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## NVIDIA Corporation recalls European Plug Heads for NVIDIA SHIELD™ Power Adaptors

Report a Concern

|                               |                                   |
|-------------------------------|-----------------------------------|
| <b>Starting date:</b>         | August 8, 2017                    |
| <b>Posting date:</b>          | August 8, 2017                    |
| <b>Type of communication:</b> | Consumer Product Recall           |
| <b>Subcategory:</b>           | Electronics                       |
| <b>Source of recall:</b>      | Health Canada                     |
| <b>Issue:</b>                 | Product Safety, Electrical Hazard |
| <b>Audience:</b>              | General Public                    |
| <b>Identification number:</b> | RA-64144                          |

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### Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC) and NVIDIA Corporation

#### Affected products

#### European Plug Heads for NVIDIA SHIELD™ Power Adaptors

##### Product description

This recall involves detachable European plug heads for power adaptors included with NVIDIA SHIELD World Charger Kits, as well as with NVIDIA SHIELD tablet computers and TVs intended for use in Europe.

The European plug head has two round metal prongs within a black plastic hexagonal extender on a black plastic base plate that can be attached to the power adaptor. The power adaptor has the model number SPA011AU5W2 and the NVIDIA name and logo etched on the side of the power adaptor where the European plug head can be attached. There are six different plug heads that come with the World Charger Kit. Only the European plug head is being recalled.

##### Hazard identified

European plug heads could break due to a failure of the ultrasonic weld joint, leaving prongs exposed and creating an electric shock hazard.

As of July 28, 2017, NVIDIA Corporation has received no report of incidents or injuries in Canada or the United States. NVIDIA Corporation has received nine reports of the European plug heads breaking overseas, including six reports of consumers receiving electrical shocks. The reported incidents involving electrical shocks occurred in Norway, Germany, Italy and France.

##### Number sold

Approximately 364 units of the affected products were sold in Canada and approximately 6,900 units were sold in the United States.

##### Time period sold

The recalled products were sold from October 2015 to June 2017 in Canada and the United States.

##### Place of origin

Manufactured in China.

##### Companies

|                     |  |
|---------------------|--|
| <b>Distributor</b>  | NVIDIA Corporation ("NVIDIA")<br>Santa Clara<br>California<br>UNITED STATES              |
| <b>Manufacturer</b> | Dongguan Lasing Plastic Co., Ltd<br>Dongguan<br>Guangdong<br>California<br>UNITED STATES |

Images (select thumbnail to enlarge)



### What you should do

**Consumers should immediately stop using the recalled product and contact NVIDIA Corporation for a free replacement.**

For more information, consumers may contact NVIDIA Corporation by telephone at 1-800-797-6530 anytime or by visiting the [company's website](#) and click on "USA/Canada" link then the "Support" tab located at the top of the page.

Consumers may view the release by the US CPSC on the [Commission's website](#).

Please note that the Canada Consumer Product Safety Act prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](#).

This recall is also posted on the [OECD Global Portal on Product Recalls website](#). You can visit this site for more information on other international consumer product recalls.

**Date modified:** 2017-08-08