

**PRODUCT SAFETY ALERT**

**1734-RTB3/A, 1734-TB3/A REMOVABLE TERMINAL BASES  
AND  
TERMINAL BASE ASSEMBLIES,  
CLASS 1, DIVISION 2 INSTALLATIONS**

Ref: ACIG 2008-01-001

Date: January, 2008

Dear Rockwell Automation Customer,

The purpose of this Product Safety Alert is to inform you of a potential safety issue that exists with:

- Catalog numbers 1734-RTB3/A and 1734-TB3/A installed in areas classified as Class I, Division 2, or Class 1, Zone 2 hazardous in the US or Canada, or as Class 1, Zone 2 hazardous in the European Union (an issue exists with 1734-RTB3 12-position removable terminal bases and also affects catalog number 1734-TB3 12-position terminal base assemblies). This affects all terminal bases of the above catalog numbers with date codes prior to October, 2007.

This Alert explains the potential safety issue and the steps being taken to rectify the situation.

**- Issue Description -**

With the Catalog numbers 1734-RTB3/A and 1734-TB3/A with date codes prior to October 2007 hereafter referred to as terminal bases, the following potential safety issue exists:

**Safety Issue – Class 1, Division 2 – Potential of Damage to Bases and I/O Modules**

An issue exists with the 1734-RTB3, 12-position removable terminal bases. This also affects catalog number 1734-TB3, 12-position terminal base assemblies. This affects all terminal bases of the above catalog numbers with date codes prior to October, 2007. A condition exists if the terminal bases are installed where vibration is present and terminals 8 and 9 of the screw clamps are not used. The cage clamps may move within the housing and can wear away the solder mask on the printed circuit board, exposing and shorting to a printed circuit board trace that can cause the following:

- Arcing and Sparking resulting in ignition of flammable gases
- Damage to the I/O module present in the base.
- Intermittent communications
- I/O Connection related problems
- Power supply problems

**-Temporary Workarounds -**

Replace the 1734-RTB3, 12-position terminal base with an 8-position terminal if terminals 8, 9, 10, and 11 are unused.

Replace the 1734-TB3, 12-position base assembly with the one-piece terminal base assembly, 1734-TOP3 or 1734-TOP3S.

**- Product Identification -**

Product **affected** by this Mandatory Product Safety Alert includes catalog numbers 1734-RTB3/A and 1734-TB3/A terminal bases and terminal base assemblies with the following:

- Catalog numbers 1734-RTB3/A and 1734-TB3/A terminal bases and terminal base assemblies with date codes prior to October, 2007, used in Class I, Division 2 installations

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- To verify the product's identification and locate the identifying information, see Figure 1 that shows where, on the removable terminal base, to find the sticker that shows the date code and how to understand the date code format.

- Rockwell Automation shipped the affected products between December, 2000, and October, 2007.

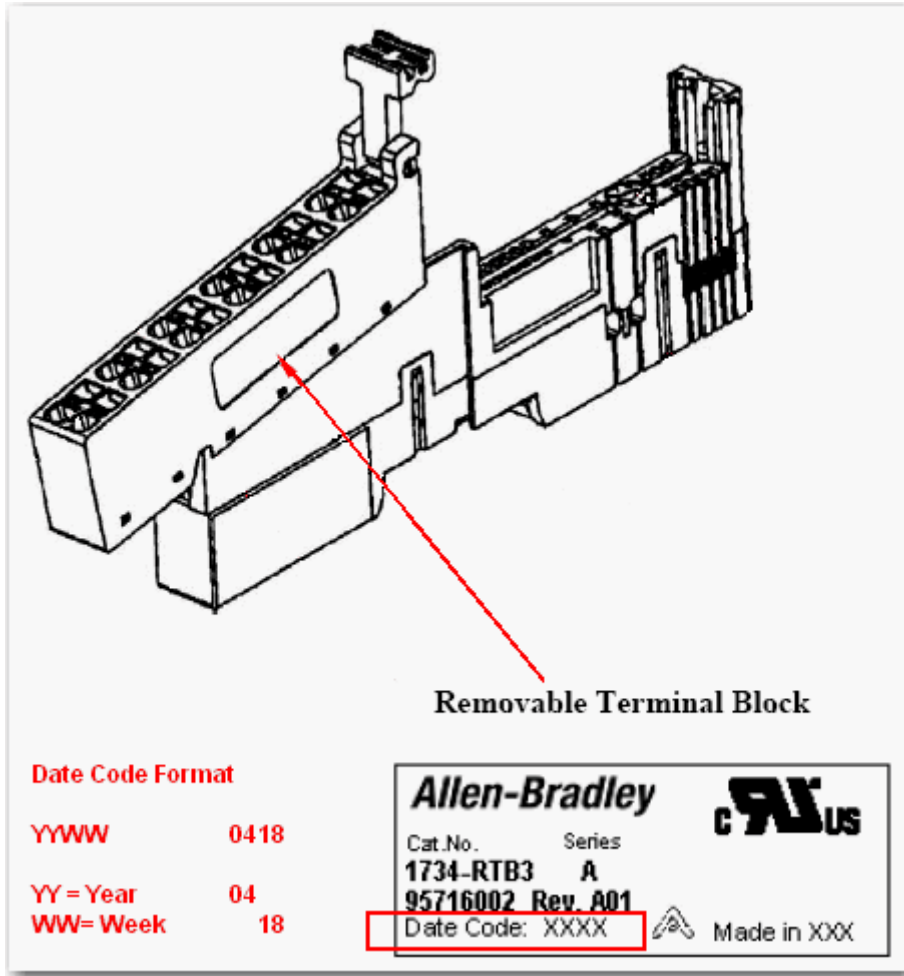


Figure 1

**- Issue Correction -**

The potential safety issue described above has been **corrected** in the following versions of the terminal bases:

- Catalog numbers 1734-RTB3/A and 1734-TB3/A (1734-RTB3 12-position removable terminal bases and catalog number 1734-TB3 12-position terminal base assemblies) displaying date codes after January, 2008
- To correct this in the field, remove prior date code catalog numbers and replace with catalog numbers with date codes of January, 2008, or later. Product will be available mid to late January, 2008.

**- Requested Customer Action -**

Each notified customer should take the following actions:

- Confirm that they have the affected products.
- Immediately contact their local Rockwell Automation Sales and Support office to determine the appropriate course of action. Together, the local office and customer will determine the correction for their situation.

If customers require any further technical assistance, they should contact Rockwell Automation Technical Support (**440-646-3223** or [RACleAskTheExpert@ra.rockwell.com](mailto:RACleAskTheExpert@ra.rockwell.com)) or their local Rockwell Automation Sales and Support office.

We require and appreciate your immediate cooperation in this matter. If you have any questions, please contact us.

Sincerely,

Jeremy Seah  
POINT I/O Product Manager  
Rockwell Automation  
Tel: +65-6302-8606  
jseah@ra.rockwell.com

Steve Ludwig  
Commercial Programs Manager  
Rockwell Automation  
Tel: (440) 646-4013  
swludwig@ra.rockwell.com