

PRODUCT SAFETY ALERT

**SLC 500 DeviceNet Scanner Module
Catalog Number 1747-SDN Series C, FRN 8.002**

Ref: ACIG 2007-09-002

Date: September, 2007

Dear Rockwell Automation Customer,

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

- 1747-SDN DeviceNet Scanner Module, Series C with FRN 8.003 and earlier firmware

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

- Issue Description -

With the 1747-SDN module, series C with FRN 8.003 and earlier firmware hereafter referred to as SDN module, the following functional issue exists:

Firmware revision 8.003 and earlier has internal M0 file bits set to random values upon powerup. On 1747-SDN module startup, if an explicit message or passthrough message is sent before outputs are transferred from the SLC controller to the M0 file with a COPY command, the random values will be used as outputs. If the 1747-SDN module is in run mode, this could cause outputs to turn **On** unexpectedly when the scanner transmits data to connected output devices.

Firmware revision 8.004 corrects this anomaly.

Temporary Workarounds -

No temporary workaround is associated with this firmware issue.

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- Product Identification -

The 1747-SDN modules affected by this Mandatory Product Safety Alert can be identified with the following catalog numbers, series and firmware revision.

- 1747-SDN, Series C, FRN 8.003 and earlier

The series and FRN number are located on the product label on the left side of the SDN module. Rockwell Automation shipped the affected products beginning April 1, 2007 through August 17, 2007.

Unopened Shipping Cartons- 1747-SDN modules affected by this Mandatory Product Safety Alert still in unopened shipping cartons can be identified by the cat. nos., series, and firmware revision which are located on the shipping carton label.

- Issue Correction -

This firmware anomaly has been corrected with FRN 8.004 firmware. All corrected 1747-SDN modules will be marked with the FRN 8.004 firmware number. Shipping carton labels will also be marked with FRN 8.004. All other product identification will remain the same.

All 1747-SDN modules, series C with FRN 8.003 and earlier firmware, should be upgraded to FRN 8.004 to avoid possible 1747-SDN module anomalies. Firmware updates can be done via ControlFlash. Customers can obtain a ControlFlash upgrade for their SDN module by contacting Technical Support at (440) 646-5800 or use the attached FaxBack form to order firmware upgrades.

- 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) or a local Rockwell Automation Sales and Support office.

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We require and appreciate your immediate cooperation in this matter.

Sincerely,

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