

**PRODUCT SERVICE ADVISORY**

**ControlLogix Controller  
Multiple Catalog Numbers (see below)  
Firmware Revision 16.03, 16.04 and 16.20**

**FlexLogix Controller  
Catalog Number 1794-L34  
Firmware Revision 16.01, 16.02, and 16.20**

Ref: ACIG 2007-10-002

Date: October, 2007

Dear Rockwell Automation Customer,

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

- ControlLogix Controller (catalog numbers listed below), Firmware Revision 16.03, 16.04, and 16.20
  - 1756-L55M12
  - 1756-L55M13
  - 1756-L55M14
  - 1756-L55M16
  - 1756-L55M22
  - 1756-L55M23
  - 1756-L55M24
- FlexLogix Controller, Catalog Number 1794-L34, Firmware Revision 16.01, 16.02, and 16.20

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

**- Issue Description -**

With the ControlLogix Controller (catalog numbers listed above), firmware revision 16.03, 16.04 and 16.20, and the FlexLogix Controller, catalog number 1794-L34, firmware revision 16.01, 16.02, and 16.20, hereafter referred to as ControlLogix and FlexLogix controllers, the following functional issue exists:

**Functional Issue – Controllers experience non-recoverable fault and memory loss**

After approximately 3 to 6 months of continuous operation, ControlLogix and FlexLogix controllers at the firmware revisions listed above experience a non-recoverable major fault. Continuous operation is defined as the controller being powered up in any mode (program, run, remote, or remote run). This anomaly is caused by background diagnostics in the controller not executing properly.

**-Temporary Workarounds -**

If you cannot upgrade firmware immediately, choose one of the following temporary workarounds.

- Cycle power to the controller every 30 days.
- Add application code to the customer’s program to turn off the diagnostics. Obtain further instructions and the code from the Rockwell Automation Knowledgebase document, number **43553**, titled “**1756-L55 and 1794-L34 Controllers at certain V16 revisions will non-recoverable major fault and lose memory.**”

Use the following procedure to add the code to the customer program.

1. Visit the Rockwell Automation Web site at <http://www.rockwellautomation.com>.
2. Click Services and Support.
3. From the drop down list, select Get Support Now.
4. In the left pane, select Knowledgebase.
5. Click Find Answers.
6. Search for document number **43553**, titled “**1756-L55 and 1794-L34 Controllers at certain V16 revisions will non-recoverable major fault and lose memory.**”
7. Choose the correct .acd file for the affected controller type.

For this controller	Choose this file
ControlLogix	ControlLogix55_Diag_Patch_V16.acd
FlexLogix	FlexLogix_Diag_Patch._V16.acd

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8. Move or copy the code and tags into the target application.
9. In the project, change the Controller\_Slot tag to reflect the slot number of the controller in question.

**Tip:** For FlexLogix controllers, the slot is always 0.

10. Once controller firmware is upgraded, remove this code.

These workarounds are temporary and should only be used until the anomaly can be corrected by upgrading the firmware.

**- Product Identification -**

Product **affected** by this Mandatory Product Service Advisory includes

- ControlLogix Controller (catalog numbers listed below), Firmware Revision 16.03, 16.04, and 16.20
  - 1756-L55M12
  - 1756-L55M13
  - 1756-L55M14
  - 1756-L55M16
  - 1756-L55M22
  - 1756-L55M23
  - 1756-L55M24
- FlexLogix Controller, catalog number 1794-L34, firmware revision 16.01, 16.02, and 16.20

Ship dates are February 2007 to present.

Refer to the label on the controller for catalog number and revision information. To verify controller firmware revisions, in RSLinx, click the RSWho button and browse to the controller.

**- Issue Correction -**

The functional issue described above has been **corrected** in the following firmware versions of the ControlLogix and FlexLogix controllers:

- ControlLogix Controller (catalog numbers listed below), Firmware Revision 16.21
  - 1756-L55M12
  - 1756-L55M13
  - 1756-L55M14
  - 1756-L55M16
  - 1756-L55M22
  - 1756-L55M23
  - 1756-L55M24

- FlexLogix Controller Catalog Number 1794-L34, Firmware Revision 16.21

Follow this procedure to obtain the correct firmware revision for your controller.

1. Go to <http://www.ab.com>.
2. Click Services & Support.
3. In the drop down list, select Get Support Now
4. In the left pane, click Downloads to expand it.
5. Click Firmware Updates.
6. Click Control Hardware.
7. If you have not already done so, follow the steps to register online.
8. Search for the firmware revision file for your controller.

**-Requested Customer Action-**

Each notified customer should take the following actions:

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

If you require any further technical assistance, contact Rockwell Automation Technical Support (440-646-3223 or RACleAskTheExpert@ra.rockwell.com) or your local Rockwell Automation Sales and Support office.

We require and appreciate your immediate cooperation in this matter.