

PRODUCT SERVICE ADVISORY

**1768-L43 CompactLogix Controller
Series A, Catalog Revision A01, Firmware Revision 15.07**

Ref: ACIG 2007-02-001

Date: February, 2007

Dear Rockwell Automation Customer,

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

- CompactLogix 1768-L43 Controller, Series A, Catalog Revision A01, Firmware Revision 15.07

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

- Issue Description -

With the CompactLogix 1768-L43 Controller, hereafter referred to as the 1768-L43 controller, the following functional issue exists:

Functional Issue – When activating forces, data will be improperly inserted in the force masks for the I/O module that is currently being forced.

When using RSLogix5000 software to enable, disable, or remove forces on the 1768-L43 controller, other inputs or outputs associated with that connection can experience unexpected changes of state. This can result in a change of state to an I/O point(s) that is not directly being forced by the programmer. We recommend that forcing NOT be used on any 1768-L43 controller running at revision 15.07.

-Temporary Workarounds -

No workaround is associated with revision 15.07 firmware.

- Product Identification -

Product **affected** by this Mandatory Product Service Advisory includes CompactLogix 1768-L43 Controllers with the following series and firmware revision:

- CompactLogix 1768-L43 Controller, Series A, Catalog Revision A01, Firmware Revision 15.07 (initial release).

Rockwell Automation shipped/made available the affected products starting in April, 2006 to present.

To verify the revision of firmware that the system is running, open the appropriate project in RSLogix5000 software, click the controls properties window and view the current version of firmware installed on the controller.

- Issue Correction -

The functional issue described above has been corrected in the following, soon-to-be-released revisions of the CompactLogix 1768-L43 controller firmware.

- CompactLogix 1768-L43 Controller, Series A, Catalog Revision A01, Firmware Revision 16, scheduled to be released in February, 2007.
- CompactLogix 1768-L43 Controller, Series A, Catalog Revision A01, Firmware Revision 15.08, availability yet to be determined.
- Firmware updates are available on the Rockwell Automation website. To download the latest revision:
 1. Go to www.ab.com.
 2. Click *Services & Support*.
 3. Click *Get Support Now*.
 4. Click *Firmware Updates*.
 5. Select *Control Hardware*.
 6. Select the 1768-L43 firmware recommended in the Issue Correction section.

To correct the functional issue, upgrade your 1768-L43 controller to the latest firmware revision when available.

-Requested Customer Action-

Each notified customer should take the following actions:

- Confirm that you have the affected products.
- Update the 1768-L43 controller to the latest firmware revision when available as stated in “Issue Correction”. Firmware updates are available on the Rockwell Automation website. To download the latest revision:
 7. Go to www.ab.com.
 8. Click *Services & Support*.
 9. Click *Get Support Now*.
 10. Click *Firmware Updates*.
 11. Select *Control Hardware*.
 12. Select the 1768-L43 firmware recommended in the Issue Correction section.

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.