

**PRODUCT SERVICE ADVISORY**

**1771-DCM, Direct Communication Module, Series B**

Ref: ACIG 2007-07-002

Date: July, 2007

Dear Rockwell Automation Customer,

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

- 1771-DCM, Direct Communication Module, Series B

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

**- Issue Description -**

With the 1771-DCM, Direct Communication Module, Series B, hereafter referred to as the module, the following functional issue exists:

**Functional Issue – Module fails to start up, and fault light stays red.**

Due to a manufacturing issue, the module may have an incorrect EEPROM installed which inhibits the ability to power-up correctly. This is identified by powering up the module and observing the DCM FLT indicator. If the DCM FLT indicator is off, this Product Service Advisory does not affect you.

**-Temporary Workarounds –**

No temporary workaround is available.

**- Product Identification -**

Product **affected** by this Mandatory Product Service Advisory includes the 1771-DCM, Direct Communication Module, Series B, shipped since January 2006 to May 17, 2007 that have not been powered up successfully.

**- Issue Correction -**

The functional issue described above will be **corrected** in all returned 1771-DCM modules.

**-Requested Customer Action-**

Each notified customer should confirm that they have the affected products.

1. Insert the module into a 1771 universal I/O rack.
2. Apply power to the I/O rack and the module.

If the DCM FLT indicator on the module frontplate is green, the module is good. No further action is required.

If the DCM FLT indicator light is blinking or solid red, the module is inoperative, and should be returned to the factory for repair or replacement.

- 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](mailto:RACleAskTheExpert@ra.rockwell.com)) or your local Rockwell Automation Sales and Support office.

We require and appreciate your immediate cooperation in this matter.