

PRODUCT SERVICE ADVISORY

**Kinetix 6000 Servo Drive Modules 2094-BC01-Mxx-x,
2094-BC02-M02-x, 2094-BMP5-x, 2094-BM01-x, 2094-BM02-x**

Ref: ACIG 2007-04-003

Date: April, 2007

Dear Rockwell Automation Customer,

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

- 460V Kinetix 6000 Integrated Axis Modules: 2094-BC01-Mxx, 2094-BC02-M02, 2094-BMP5 with manufacturing date codes 1706 through 4206
- 460V Kinetix 6000 Axis Modules: 2094-BMP5, 2094-BM01, 2094-BM02 with manufacturing date codes 1706 through 4206
- 460V Kinetix 6000 Safe-Off Integrated Axis Modules: 2094-BC01-Mxx-S, 2094-BC02-M02-S 2094-BMP5-S with manufacturing date codes 1506 through 4206
- 460V Kinetix 6000 Safe-Off Axis Modules: 2094-BMP5-S, 2094-BM01-S, 2094-BM02-S with manufacturing date codes 1506 through 4206

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

- Issue Description -

With the 2094-BC01-Mxx, 2094-BC01-Mxx-S, 2094-BC02-M02, 2094-BC02-M02-S, 2094-BMP5, 2094-BMP5-S, 2094-BM01, 2094-BM01-S, 2094-BM02, 2094-BM02-S, hereafter referred to as the drive, the following functional issue exists:

Functional Issue – The cooling fan in the drive may exhibit excessive vibration and become inoperative.

Fans that exhibit excessive vibration in the affected drives may suddenly operate intermittently or become permanently inoperative. Intermittent operation of the fan will typically produce a “Power Fault” message in RSLogix, displayed as an error code of *E05* on the front of the module. If the fan becomes permanently inoperative, the drive may either continue operation without fault or display an error code, depending upon the drive loading and ambient temperature. Typical error codes displayed by the drive after loss of fan operation may include *E05*, *E36* or *E72*. In RSLogix, these error codes are listed as “Power Fault”, “System Overtemperature” and “Drive Overtemp” respectively.

-Temporary Workarounds –

There is no temporary workaround for this issue. The fan is not field serviceable.

- Product Identification -

Product **affected** by this Mandatory Product Service Advisory includes the following 460V Kinetix 6000 Integrated Axis Modules and Axis Modules:

Catalog No. (2094-)	Manufacturing Date Codes*
BC01-MP5 BC01-M01 BC02-M02 BMP5 BM01 BM02	1706-4206 (April 24, 2006 through October 21, 2006)
BC01-MP5-S BC01-M01-S BC02-M02-S BMP5-S BM01-S BM02-S	1506-4206 (April 10, 2006 through October 21, 2006)

* The manufacturing date code is found on the product data label located on the back surface of the drive and on the original shipping carton label.

Of the affected product identified above, it is estimated that only 10% may actually exhibit the excessive vibration.

- Issue Correction -

The functional issue described above has been **corrected** in the following versions of the Kinetix 6000 Multi-Axis Servo Drive with manufacturing date codes of 4306 and subsequent:

- 2094-BC01-Mxx, 2094-BC01-Mxx-S, 2094-BC02-M02, 2094-BC02-M02-S, 2094-BMP5, 2094-BMP5-S, 2094-BM01, 2094-BM01-S, 2094-BM02, 2094-BM02-S

Customer affected by this Product Service Advisory should return affected product for warranty replacement.

- Requested Customer Action -

Each notified customer should take the following actions:

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- 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 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.