

**PRODUCT SAFETY ALERT**

**2711- & 2711P-, PanelView Standard DH+ terminals, PanelView Plus 400/600 DH+ terminals and communication modules**

Ref: ACIG 2006-10-001

Date: October, 2006

Dear Rockwell Automation Customer,

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

- **2711- PanelView Standard terminals with DH+ communications**
- **2711P- PanelView Plus 600 DH+ configured terminals**
- **2711P- PanelView Plus 400-600 DH+ communication modules**

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

**- Issue Description -**

With the PanelView Standard DH+ terminals and PV Plus 400-600 DH+ terminals / communication modules, hereafter referred to as PanelView / PanelView Plus DH+ terminals, the following potential safety issue exists:

**Safety Issue – Incorrect Capacitor Placement on Printed Circuit Board**

On DH+ communication cards for PanelView Standard and PanelView Plus 400-600, a tantalum capacitor was installed backward on some of the printed circuit board assemblies manufactured between June and July 2006. When installed backwards, it is possible for the tantalum capacitor to experience high leakage currents that cause the capacitor package temperature to exceed the temperature code rating of the terminal. It is also possible for the capacitor to experience a catastrophic failure that could result in an emission of hot gases for a short period of time.

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Procedure Number 900-20-15  
Form 20-15D1  
10/6/2006  
Revision Number  
Revision Date

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**- Product Identification -**

Product **affected** by this Product Safety Alert includes 2711- and 2711P- PanelView / PanelView Plus DH+ terminals with the following series and firmware revision:

- 2711- PanelView Standard terminals with DH+ communications
  - 2711-B5A8 (L1), Series H, Revision D, Firmware 4.46
  - 2711-K5A8 (L1), Series H, Revision D, Firmware 4.46
  - 2711-T5A8L1, Series B, Revision E, Firmware 4.46
  - 2711-B6C8 (L1), Series C, Revision D, Firmware 4.46
  - 2711-K6C8 (L1), Series C, Revision D, Firmware 4.46
  - 2711-T6C8L1, Series B, Revision F, Firmware 4.46
  - 2711-K10G8 (L1), Series D, Revision C, Firmware 4.46
  - 2711-T10G8 (L1), Series D, Revision C, Firmware 4.46
  - 2711-K10C8 (L1), Series E, Revision C, Firmware 4.46
  - 2711-T10C8 (L1), Series E, Revision C, Firmware 4.46
  
- 2711P- PanelView Plus 400-600 DH+ communication modules
  - 2711P-RN8, (Series A, Revision A)
  - 2711P-K6M8D, Series B, Revision A, Firmware 2.00.16
  - 2711P-T6M8D, Series B, Revision A, Firmware 2.00.16
  - 2711P-B6M8D, Series B, Revision A, Firmware 2.00.16
  - 2711P-K6M8A, Series B, Revision A, Firmware 2.00.16
  - 2711P-T6M8A, Series B, Revision A, Firmware 2.00.16
  - 2711P-B6M8A, Series B, Revision A, Firmware 2.00.16
  - 2711P-K6C8D, Series B, Revision A, Firmware 2.00.16
  - 2711P-T6C8D, Series B, Revision A, Firmware 2.00.16
  - 2711P-B6C8D, Series B, Revision A, Firmware 2.00.16
  - 2711P-K6C8A, Series B, Revision A, Firmware 2.00.16
  - 2711P-T6C8A, Series B, Revision A, Firmware 2.00.16
  - 2711P-B6C8A, Series B, Revision A, Firmware 2.00.16

Affected products can be identified using the following guidelines:

- All PanelView Standard and PanelView Plus 400-600 DH+ catalog numbers identified above, which were manufactured between June and July 2006 with a manufacture date code on the product and box labels of **0606 and 0706**.

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**PanelView Plus 400 – 600 DH+**



**PanelView Standard 600 DH+**

**- Issue Correction -**

Effective immediately, the following guidelines should be applied to all PanelView terminals and communication cards listed in the “Product Identification” section.

- All DH+ PanelView Standard terminals or PanelView Plus 400-600 DH+ communication cards applied or planned to be applied in Class I, Division 2 Hazardous Environment applications must immediately be decommissioned, and returned for warranty replacement.
- Customer using these DH+ PanelView Standard terminals or PanelView Plus DH+ communication cards in other applications may also return these products for warranty replacement to avoid possible faults or failures.

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**-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) 646-5800** or your local Rockwell Automation Sales and Support office.

We appreciate your immediate cooperation in this matter. If you have any questions, please contact us.

Sincerely,

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