

PRODUCT SAFETY ALERT

**2711P PanelView Plus 700-1500 Devices and
6182H VersaView CE 700-1500 Devices**

Ref: ACIG 2007-04-001

Date: April, 2007

Dear Rockwell Automation Customer,

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

- **2711P PanelView Plus 700-1500 devices with an integrated AC power supply**
- **2711P PanelView Plus 700-1500 logic modules with an integrated AC power supply**
- **6182H VersaView CE 700-1500 devices with an integrated AC power supply**
- **6189 VersaView CE 700-1500 logic modules with an integrated AC power supply**

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

- Issue Description -

With the 2711P PanelView Plus 700-1500 devices, 2711P logic modules, 6182H VersaView CE 700-1500 devices, and 6189 logic modules with an integrated AC power supply, hereafter referred to as PanelView Plus/VersaView CE 700-1500 devices and logic modules, the following potential safety issue exists for products manufactured between October 1, 2006 (**1006**) and March 12, 2007 (**0307**):

Safety Issue – A poor connection between the integrated AC power connector and the printed circuit board may result in arcing.

On the integrated AC power supply assemblies of the PanelView Plus/VersaView CE 700-1500 devices and logic modules, solder joints at the AC input power connector have shown fractures on some of the printed circuit board assemblies manufactured between October 1, 2006 (**1006**) and March 12, 2007 (**0307**).

Due to the Class I, Division 2 rating on these products, there is a remote potential for a safety issue. If the solder joint fractures at the AC input power connector are severe enough, it is possible for the power connection to be intermittent. If this occurs, the potential exists for an arc to be generated.

This safety issue affects only units with integrated AC power supplies; it does not affect units with a DC power input.

-Temporary Workarounds -

There is no workaround, inspection, or test requirement. **ONLY** logic modules must be replaced through your normal Rockwell Automation warranty replacement channels.

Replacing only the logic module, and not the complete terminal, means you do not have to remove the display module from the panel.

This issue does NOT affect the external AC-to-DC power supply, cat. no., 2711P-RSACDIN.

For urgent customer replacement needs, contact your local Allen-Bradley distributor or Rockwell Automation sales/support office to receive a unit with a DC power input and the external AC-to-DC power supply.

- Product Identification -

Products **affected** by this Mandatory Product Safety Alert include **logic modules** with the following series and manufacturer date codes:

▪ **2711P PanelView Plus logic modules**

2711P Cat. No.	Series	2711P Cat. No.	Series
2711P-RP1A	E	2711P-RP3A	E
2711P-RP2A	E	2711P-RPA	E

▪ **6189 VersaView CE logic modules**

6189 Cat. No.	Series	6189 Cat. No.	Series	6189 Cat. No.	Series
6189-RPA	E	6189-RPEHA	E	6189-RPRHA	E

Rockwell Automation manufactured the affected products as listed between October 1, 2006 (**1006**) and March 12, 2007 (**0307**). These logic modules have a manufacturer date code from **1006** through **0307** on the product and box label.

Date Code Location on Logic Module



Date Code Location on Box Label



The **logic modules** previously listed are also included in **configured catalog numbers** for the PanelView Plus 700-1500 terminals and VersaView CE 700-1500 terminals.

- **2711P-PanelView Plus 700-1500 devices**
 - **2711P-****A1 terminals include 2711P-RP1A logic modules**
 - **2711P-****A2 terminals include 2711P-RP2A logic modules**

The table lists complete catalog numbers of affected PanelView Plus 700-1500 devices.

Cat. No.	Series	Cat. No.	Series	Cat. No.	Series	Cat. No.	Series
2711P-B7C4A1	A	2711P-B10C4A1	A	2711P-B12C4A1	A	2711P-B15C4A1	A
2711P-B7C4A2	A	2711P-B10C4A2	A	2711P-B12C4A2	A	2711P-B15C4A2	A
2711P-B7C6A1	A	2711P-B10C6A1	A	2711P-B12C6A1	A	2711P-B15C6A1	A
2711P-B7C6A2	A	2711P-B10C6A2	A	2711P-B12C6A2	A	2711P-B15C6A2	A
2711P-B7C15A1	A	2711P-B10C15A1	A	2711P-B12C15A1	A	2711P-B15C15A1	A
2711P- B7C15A2	A	2711P- B10C15A2	A	2711P- B12C15A2	A	2711P- B15C15A2	A
2711P-K7C4A1	A	2711P-K10C4A1	A	2711P-K12C4A1	A	2711P-K15C4A1	A
2711P-K7C4A2	A	2711P-K10C4A2	A	2711P-K12C4A2	A	2711P-K15C4A2	A
2711P-K7C6A1	A	2711P-K10C6A1	A	2711P-K12C6A1	A	2711P-K15C6A1	A
2711P-K7C6A2	A	2711P-K10C6A2	A	2711P-K12C6A2	A	2711P-K15C6A2	A
2711P-K7C15A1	A	2711P-K10C15A1	A	2711P-K12C15A1	A	2711P-K15C15A1	A
2711P- K7C15A2	A	2711P- K10C15A2	A	2711P- K12C15A2	A	2711P- K15C15A2	A
2711P-T7C4A1	A	2711P-T10C4A1	A	2711P-T12C4A1	A	2711P-T15C4A1	A
2711P-T7C4A2	A	2711P-T10C4A2	A	2711P-T12C4A2	A	2711P-T15C4A2	A
2711P-T7C6A1	A	2711P-T10C6A1	A	2711P-T12C6A1	A	2711P-T15C6A1	A
2711P-T7C6A2	A	2711P-T10C6A2	A	2711P-T12C6A2	A	2711P-T15C6A2	A
2711P-T7C15A1	A	2711P-T10C15A1	A	2711P-T12C15A1	A	2711P-T15C15A1	A
2711P- T7C15A2	A	2711P- T10C15A2	A	2711P- T12C15A2	A	2711P- T15C15A2	A

Rockwell Automation manufactured the affected products as listed between October 1, 2006 (**1006**) and March 12, 2007 (**0307**). These configured catalog numbers have a manufacturer date code from **1006** through **0307** on the product and box label.

- **6182H VersaView CE 700-1500 devices**
 - **6182H-***R*A terminals include 6189-RA2 logic modules**
 - **6182H-***E*A terminals include 6189-RA3 logic modules**

The table lists complete catalog numbers of affected 6182H VersaView CE 700-1500 devices.

Cat. No.	Series	Cat. No.	Series	Cat. No.	Series	Cat. No.	Series
6182H-7BEH15A	A	6182H-10BEH15A	A	6182H-12BEH15A	A	6182H-15BEH15A	A
6182H-7BEH4A	A	6182H-10BEH4A	A	6182H-12BEH4A	A	6182H-15BEH4A	A
6182H-7BEH6A	A	6182H-10BEH6A	A	6182H-12BEH6A	A	6182H-15BEH6A	A
6182H-7BRH15A	A	6182H-10BRH15A	A	6182H-12BRH15A	A	6182H-15BRH15A	A
6182H-7BRH4A	A	6182H-10BRH4A	A	6182H-12BRH4A	A	6182H-15BRH4A	A
6182H-7BRH6A	A	6182H-10BRH6A	A	6182H-12BRH6A	A	6182H-15BRH6A	A
6182H-7KEH15A	A	6182H-10KEH15A	A	6182H-12KEH15A	A	6182H-15KEH15A	A
6182H-7KEH4A	A	6182H-10KEH4A	A	6182H-12KEH4A	A	6182H-15KEH4A	A
6182H-7KEH6A	A	6182H-10KEH6A	A	6182H-12KEH6A	A	6182H-15KEH6A	A
6182H-7KRH15A	A	6182H-10KRH15A	A	6182H-12KRH15A	A	6182H-15KRH15A	A
6182H-7KRH4A	A	6182H-10KRH4A	A	6182H-12KRH4A	A	6182H-15KRH4A	A
6182H-7KRH6A	A	6182H-10KRH6A	A	6182H-12KRH6A	A	6182H-15KRH6A	A
6182H-7TEH15A	A	6182H-10TEH15A	A	6182H-12TEH15A	A	6182H-15TEH15A	A
6182H-7TEH4A	A	6182H-10TEH4A	A	6182H-12TEH4A	A	6182H-15TEH4A	A
6182H-7TEH6A	A	6182H-10TEH6A	A	6182H-12TEH6A	A	6182H-15TEH6A	A
6182H-7TRH15A	A	6182H-10TRH15A	A	6182H-12TRH15A	A	6182H-15TRH15A	A
6182H-7TRH4A	A	6182H-10TRH4A	A	6182H-12TRH4A	A	6182H-15TRH4A	A
6182H-7TRH6A	A	6182H-10TRH6A	A	6182H-12TRH6A	A	6182H-15TRH6A	A

Rockwell Automation manufactured the affected products as listed between October 1, 2006 (**1006**) and March 12, 2007 (**0307**). The logic modules in these configured catalog numbers have a manufacturer date code from **1006** through **0307** on the product and box label.

- Issue Correction -

Effective immediately, the following guidelines should be applied to all PanelView Plus/VersaView CE 700-1500 devices and logic modules listed in the “Product Identification” section.

- All of the above mentioned products that are applied or planned to be applied in Class I, Division 2 Hazardous environment applications must immediately be decommissioned.
- Customers using the affected products in other applications may also order advance exchange warranty replacements to avoid possible faults or failures. The probability of such a failure is remote.
- Replacement logic modules with integrated AC power supplies will be available early May, 2007. Exchange orders can be placed at that time with the customer support organization.
- For urgent customer replacement needs, contact your local Allen-Bradley distributor or Rockwell Automation sales/support office to receive a unit with a DC power input and the external AC-to-DC power supply.

-Requested Customer Action-

Each notified customer should take the following actions:

- Confirm that they have the affected products.
- Determine if the terminals are in a Class I Division 2 environment.
 - If so, immediately remove from service and initiate the replacement procedure.
 - If not, initiate logic module replacement, if desired.
- Replacement procedure:
 - Determine which logic module(s) are required for the terminal(s) in question.
 - Contact your local Allen-Bradley distributor or Rockwell Automation sales office with a warranty exchange request. Replacement logic modules with an AC input will be available in May, 2007.
 - For urgent customer replacement needs, contact your local Allen-Bradley distributor or Rockwell Automation sales/support office to receive a unit with a DC power input and the external AC-to-DC power supply.

If customers require any further technical assistance, they should contact Rockwell Automation Technical Support (440-646-3223) 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.

Sincerely,

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