

**PRODUCT SERVICE ADVISORY**

**48MS-SE1PF2-M2 & 48MS-SE1PF1-M2, MultiSight Vision Sensors,  
Date code 0717 (2007 week 17) and EARLIER  
(Date code 0718 and later is GOOD product and not affected by this recall)**

Ref: ACIG 2007-06-002

Date: June, 2007

Dear Rockwell Automation Customer,

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

- 48MS-SE1PF2-M2 and 48MS-SE1PF1-M2, MultiSight Vision Sensor, Series A, Date code 0717 (2007 week 17) and earlier. (Product shipped in June is not affected by this issue.)

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

**- Issue Description -**

With the 48MS-SE1PF2-M2 and 48MS-SE1PF1-M2, Date code 0717 (2007 week 17) and earlier, hereafter referred to as MultiSight, the following functional issue exists:

**Functional Issue – After power-up, the four indicator LEDs on the back of the MultiSight turn on and do not turn off. The MultiSight is inaccessible from the software and essentially “locks-up”.**

- After power-up, the MultiSight goes through a self-checking routine during which it illuminates all four LED indicators on the back of the unit. Ordinarily, these indicators then turn off and the MultiSight goes into “Run” mode. On units with this functional issue, the MultiSight does not exit the self-checking routine (ie. the LEDs stay on), is inaccessible from the software and does not operate.
- The issue has been tracked to a batch of flash memory that was previously used. There is no way to check for this memory without disassembling the sensor, so the units must be returned for evaluation.
- All units that have exhibited this behavior previously operated normally.

LISTEN. THINK. SOLVE.™

**PRODUCT SERVICE ADVISORY**

- It is possible for any unit to have this issue during a power cycle, even a unit that has been operating normally.
- Some units exhibit this issue intermittently.

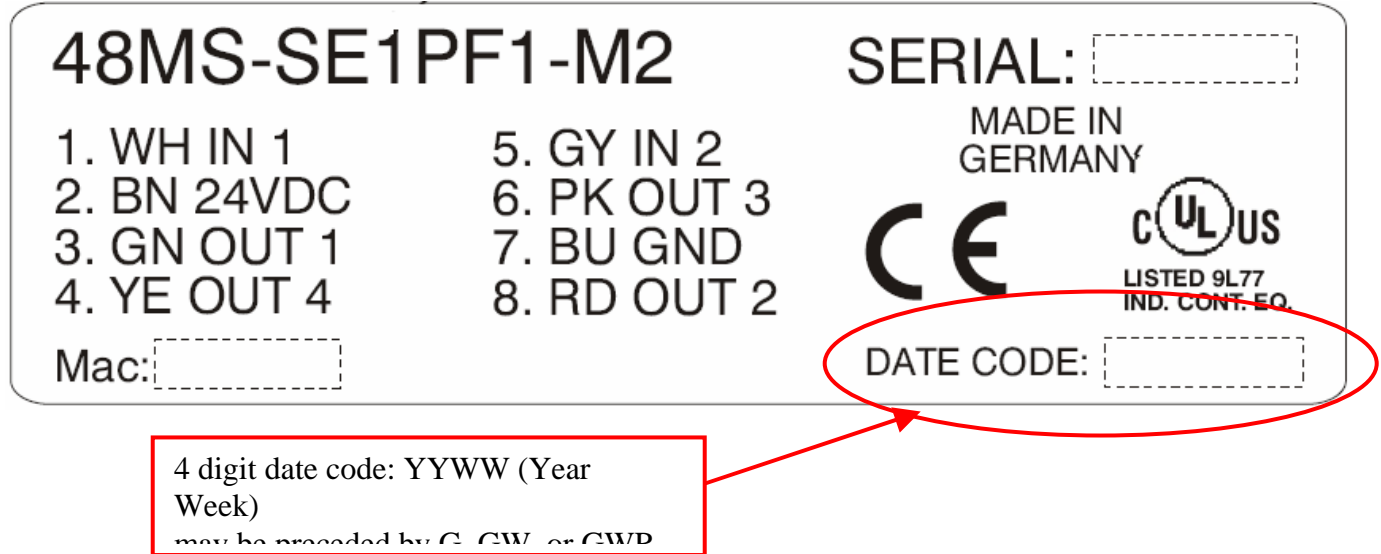
**-Temporary Workarounds -**

There is no temporary workaround for this issue.

**- Product Identification -**

Product **affected** by this Mandatory Product Service Advisory includes MultiSight Vision Sensors with the following series and firmware revision:

- 48MS-SE1PF2-M2 and 48MS-SE1PF1-M2, Date code 0717 (2007 week 17) and earlier
- Rockwell Automation shipped the potentially affected products between January and May 2007. (Parts shipped in June are not affected by this issue.)
- All pieces of these two part numbers that were shipped before June 2007 are potentially affected by this issue and need to be replaced. To confirm, refer to the date code. Anything before 0717 (2007 week 17) is potentially affected. The date code is on the sensor label (see illustration below). The date code could potentially be covered by the mounting bracket.



LISTEN. THINK. SOLVE.™

**- Issue Correction -**

This issue was caused by one batch of flash memory that was installed on units earlier this year and the end of last year. This batch of flash memory is no longer being used in production.

The functional issue described above has been **corrected** in the following versions of the MultiSight:

- 48MS-SE1PF2-M2 and 48MS-SE1PF1-M2, Date code 0718 (2007 week 18) and later, including all product shipped after June 1.

Customers should be notified of the issue and given the option to return the product now or in the future. Customers should be advised that this issue may affect the product at a later date even if it currently operating correctly. For parts being used by customers, it is recommended to save the current configuration by connecting to the MultiSight with the configuration software and using the “SAVE” function. This will enable easier replacement if the unit is affected by this issue and needs to be replaced.

**-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 (**440-646-3223** or **RACleAskTheExpert@ra.rockwell.com**) or your local Rockwell Automation Sales and Support office.

We appreciate your immediate cooperation in this matter.