

**PRODUCT SERVICE ADVISORY**

**Logix Platforms**

Ref: ACIG 2007-05-002

Date: May, 2007

Dear Rockwell Automation Customer,

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

1756-CN2	1756-L55Mxx controllers
1756-CN2R	1756-L6xx controllers
1756-CNB	1756-L6xS controllers
1756-CNBR	1756-L60M03SE
1756-DH485	1756-M03SE
1756-DHRIO	1756-M08SE
1756-DNB	1756-M16SE
1756-EWEB	1756-SYNCH
1756-ENBT	1757-SRM
1756-LSP	1768-ENBT
1756-L55	1768-EWEB
	1768-M04SE

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

**- Issue Description -**

With the above-mentioned ControlLogix and CompactLogix products, hereafter referred to as Logix products, the following functional issue exists:

**Functional Issue** – A functional issue has been identified with a component used on the above-listed products manufactured from October 2006 through March 2007. A root-cause analysis performed on the component indicates that approximately **1.0%** of the products may be affected. Depending on the type of product, the issue may result in erroneous data.

Anomalies observed to date have resulted in modules performing a safe shutdown due to internal diagnostics. To date, we have not seen any instances of erroneous data in the field as a result of this issue.

**-Temporary Workarounds -**

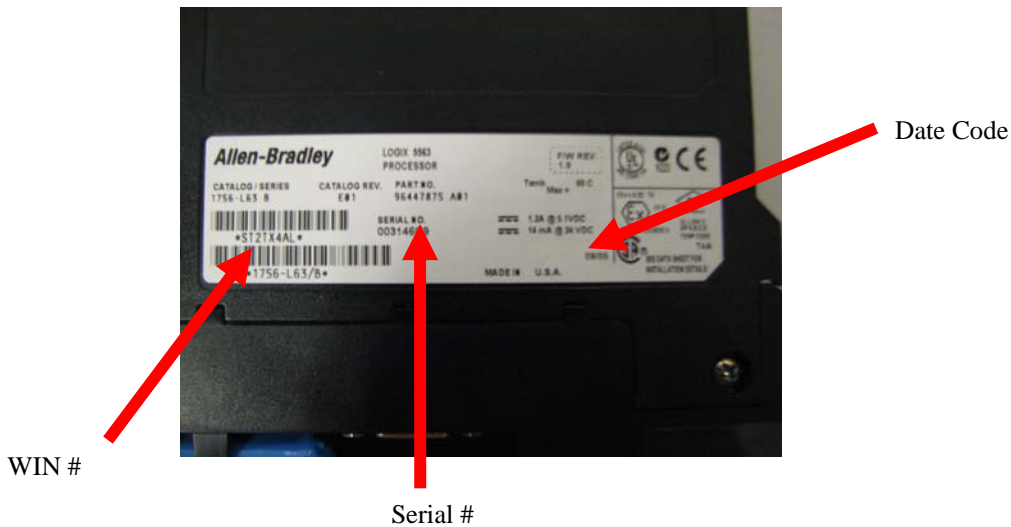
There is no workaround for this issue.

**- Product Identification -**

- Products **affected** by this mandatory product service advisory include:

1756-CN2, Series A	1756-L60M03SE, Series A
1756-CN2R, Series A	1756-L61, Series A and B
1756-CNB, Series D and E	1756-L61S, Series B
1756-CNBR, Series D and E	1756-L62, Series A and B
1756-DH485, Series A	1756-L62S, Series B
1756-DHRIO, Series D	1756-L63, Series A and B
1756-DNB, Series B	1756-L64, Series B
1756-ENBT, Series A	1756-LSP, Series B
1756-EWEB, Series A	1756-M03SE, Series A
1756-L55, Series A	1756-M08SE, Series B
1756-L55M12, Series A	1756-M16SE, Series A
1756-L55M13, Series A	1756-SYNCH, Series A
1756-L55M14, Series A	1757-SRM, Series B
1756-L55M16, Series A	1768-ENBT, Series A
1756-L55M22, Series A	1768-EWEB, Series A
1756-L55M23, Series A	1768-M04SE, Series A
1756-L55M24, Series A	

To identify Logix products affected by this product service advisory, you will need to inspect products manually or online, using the type of data illustrated in the product side label below.



### Manual Inspection of a Product in Operation

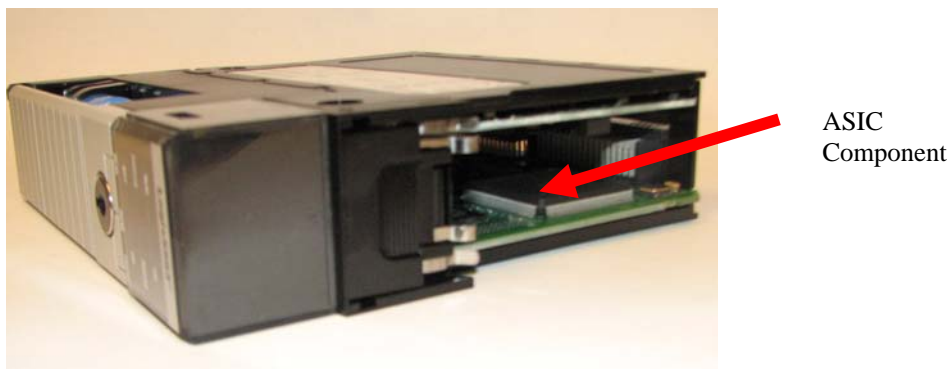
**Important:** If you cannot remove your Logix product from operation, or if you are inspecting a CompactLogix product, see the section Use Online Tools.

To manually inspect Logix products that have already been in operation and which you can remove from operation, perform this procedure.

1. Review the date code on the product's side label.

Rockwell Automation manufactured the affected Logix products from October 2006 through March 2007. If the date code falls outside of this range, this product service advisory does not affect this Logix product.

2. Inspect the Logix product and locate the component as shown below. It will always be next to the backplane connector.



3. If the ASIC bears the name Atmel as shown in the photo below, your Logix product may be affected by the issue described above. Two additional checks must be done to verify if this issue applies to your module. If the serial number does not end in the number 64, as indicated in the red circle, or if there is a white or silver dot in the upper left corner, this PSA does not apply. If you verify the PSA does apply to your module see the section “Required Customer Action” for information on how to exchange your Logix product for a new one.



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**Manual Inspection of a Sealed Box Containing a Possibly Suspect Logix Product**

To begin the manual inspection of a sealed box containing a possibly suspect Logix product, locate the WIN number on the outside of the box. The WIN number is an eight-character alphanumeric number.

MADE IN U.S.A.		MFG. LOC. TWB		*ST3CG4IR*	
CAT. NO.	SERIES				
<b>1756ENBT</b>	<b>A</b>				
U.P.C.	CATALOG REV.	PART NO.	REV.	SIW F/W REV.	PKG DATE/PAK
	<b>T01</b>	96498484 96498474	<b>A01</b>	<b>4.003</b>	05/24/07 E01258
10612598269485					

**FACTORY SEAL**

<b>Allen-Bradley</b>	Ethernet/IP 10/100 Mb/s COMMUNICATIONS BRIDGE	F/W REV. 4.003	Ex II ARC T4 IIS G	CE
CATALOG/SERIES 1756-ENBT A	CATALOG REV. T01	PART NO. 96498474 A01	Temp. Max = 60 C	LCB D1ATEX0020 X LISTED USCN
	SERIAL NO. 00459FAB	700 mA @ 5.1 VDC 3 mA @ 24 VDC	IND. CONT. EQ FOR HAZ LOC. CLASS 2 OP B.C.O.	FM APPROVED
	*1756-ENBT/A*	Ethernet/IP 05/07	SR 60	TEMP CODE T4A SEE DATA SHEET FOR INSTALLATION DETAILS
		MADE IN U.S.A.		

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The WIN # is also located on a Logix product's side label as shown below.



**Important:** Once you have noted the WIN number, proceed to the section Use Online Tools.

**Use Online Tools**

These tools can be downloaded at <http://www.rockwellautomation.com/knowledgebase/> and search for document number 39980.

If you cannot remove your Logix product from operation, it is in a sealed box, or it is a CompactLogix product, perform this procedure to determine if your Logix product needs to be exchanged.

Determine if you have a standalone workstation equipped with a Visual Basic application that would allow you to:

- enter a serial number or WIN number to learn whether the Logix product was manufactured with the suspect component.
- browse the system via a network to connect to and examine a Logix product to learn if it was manufactured with the suspect component.

If the supplied software indicates the Logix product was manufactured with the suspect component, see the section “Requested Customer Action” for instructions on how to exchange your product for a new one.

**- Issue Correction -**

The functional issue described above has been **corrected** for all referenced Logix products produced in April 2007 or on any date thereafter.

**-Requested Customer Action-**

Each notified customer should take the following actions:

1. Confirm that you have the affected products.
  2. Compile a list of suspect Logix products.
  3. Contact your local Rockwell Automation Sales and Support office or local distributor (U.S. and Canada) to coordinate the product exchange and provide replacement products.
- **Important:** If the suspect products are not received within 30 days from receiving the replacement products, you will be billed for the replacement products. Replacement products will:
    - have been manufactured in the last six months.
    - have good components.
    - have passed qualification testing by Rockwell Automation.
    - carry Rockwell Automation's standard one-year warranty from the date of shipment.

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.