



PRODUCT NOTICE

Notice of Potential Product Concern

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

Trusted T8160 / T8160C TMR Interface Module May Not Start or May Stop during Operation

Reference: 2017-06-003

Date: June 2017

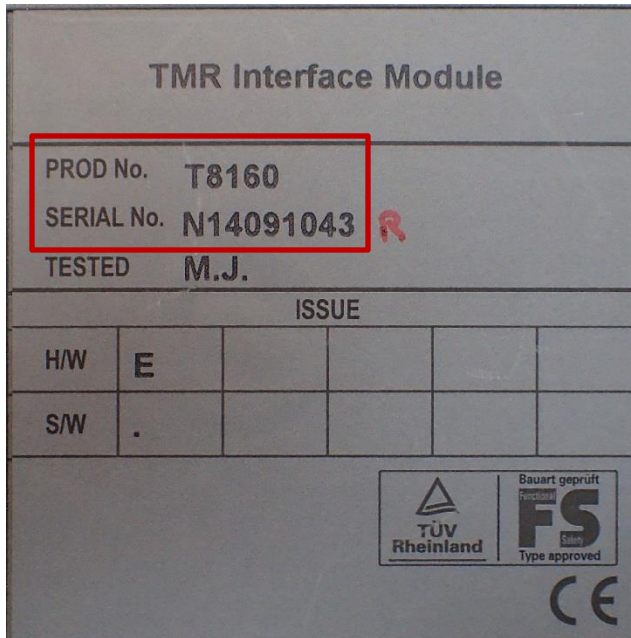
This Product Notice informs you of an anomaly that exists with the T8160 and T8160C TMR Interface Modules, used to interface to Regent I/O subsystems. Modules may not start at power-up or may stop operating in service. Affected product must be returned for replacement.

– Product Identification –

The affected products are:

- Trusted T8160 and T8160C TMR Interface Modules, also referred to as Regent Interface Modules (RIM).
- Manufactured during September 2014.
- Serial numbers N14091016 through N14091045 inclusive, including those with a red “R” marking after the serial number.





The product catalog number and serial number are located on the product nameplate, located on the side of the module. The product catalog number is located in the PROD No. field and will be one of T8160 or T8160C. The product serial number is located in the SERIAL No field.

In the example image at the left, the catalog number is T8160 and the serial number is N14091043. This product matches the product identification information and should be returned to Rockwell Automation for replacement. Note that the red "R" on this example was used for a prior notification and is not applicable to the identification of product for this anomaly.

Important – Product that was repaired as part of a prior notification will be marked with a red "R" next to the serial number. The red "R" is not applicable to this anomaly. If your product is within the N14091016 through N14091045 serial number range it should be returned for replacement regardless of the use of a red "R" marking.

– Description –

A potential anomaly exists with the Trusted T8160 and T8160C TMR Interface Module, also known as the Regent Interface Module (RIM), used to interface to Regent I/O subsystems. On some modules, internal component interconnections may loosen due to vibration or heat cycling during transit or operation. This may result in one or more of the three redundant systems in the module stopping during operation or not starting, as indicated by one or more of the "Healthy" LEDs on the front of the module flashing.

An affected module may intermittently start correctly but may subsequent stop operating during operation. Even though a module appears to be working correctly, modules identified by serial number as described in the Product Identification section of this document must be replaced to correct the anomaly.



Important – Do not attempt to insert a T8160 or T8160C TMR Interface Module into a Trusted IO module slot. Damage may occur to the Regent communication circuits. This damage will go undetected in the Trusted IO module slot and will not cause a red Healthy LED indication. For additional information on this condition, refer to Rockwell Automation Knowledgebase Article ID [823807](#).

– Temporary Workarounds –

No workaround has been identified. A module that does not start at power-up or that stops during operation may be power cycled and subsequently restarted correctly. However, the module will still require corrective action to ensure the module does not stop again during operation.

– Correction –

Affected modules must be returned for factory replacement.

Customers should contact their Trusted system integrator and make arrangements to return product identified in the Product Identification section of this document for replacement. Reference this Product Notice PN 2017-06-003 when requesting replacement parts.

Trusted system integrators should contact their Rockwell Automation Sales Office to process a return request. The product catalog number and serial number are required to process the return request.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Contact your Trusted system integrator to make arrangements for replacement. Trusted system integrators should contact their Rockwell Automation Sales Office to request return authorization. Reference this Product Notice 2017-06-003 when requesting replacement. The product catalog number and serial number are required for return authorization.
- Rockwell Automation will make replacement parts available for this anomaly for a period of 18 months from the release of this notification.
- If you need additional assistance, please contact your Trusted system integrator or Rockwell Automation Technical Support. See Appendix A for local Technical Support telephone numbers. Customers without TechConnect support contracts should reference this Product Notice PN 2017-06-003 when calling.

The most current version of this Product Notice is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1049556](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.

Customers using the Rockwell Automation Support Center in a non-English language should search for the document by the article ID number listed above. The resulting article ID for non-English postings may be different than the listed article ID number.

If this Product Notice does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

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

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at <http://www.rockwellautomation.com/support> and click the *Visit the Technical Support Center* link. Sign in with your Tech Connect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

Appendix A Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location on <http://www.rockwellautomation.com/support/> by clicking *Get Support Now*, selecting your country, and clicking the *Phone/OnSite Support* tab.

Region / Country	Phone Number () International Code
Asia/Pacific	
Australia	1 800 762 593
China	400 620 6620
Hong Kong	+852 2887 4666
India	1 800 2000 121
Japan	03 3206 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	080 902 0908
Thailand	(66) 2936 1500
Caribbean	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
Central America	
Argentina	800.666.0320
Belize	(1) 440 646 3650
Bolivia	(54) 800 10 0632
Brazil	(55) 11 5189 9500
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica	0800.013.1215
Ecuador	58.212.949.0611
El Salvador	(52) 55 5246 2010
Guatemala	1.800.288.0108
Honduras	(52) 55 5246 2010
Mexico	001.888.365.8677
Nicaragua	(52) 55 5246 2010
Panama	001.800.203.3475
Paraguay	(54) 11 5554 4000
Peru	0800.535.36
Suriname	(1) 440 646 3650
Uruguay	(54) 11 5554 4000
Venezuela	800.1.00.3062

Region / Country	Phone Number () International Code
Europe	
Austria	(49) 211 41553 664
Belgium	(32) 2 716 8411
Czech Republic	(420) 28401 5911
Denmark	(45) 43 466 006
Finland	(358) 958 447 419
France	(33) 825303132
Germany	(49) 211 41553 664
Hungary	(420) 28401 5911
Ireland	(44) 01908 635245
Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
Italy (Bologna, Firenze, Napoli, Roma e Torino)	(39) 199 11 99 22
Morocco	(33) 825303132
Netherlands	(31) 10 266 55 80
Poland	(48) 22 32 60 707
Portugal	(1) 440 646 3223
Slovakia	(420) 284015911
Spain	(34) 902 30 93 30
Sweden	(46) 46 19 93 91
Switzerland (German)	(41) 0844 84 84 11
Switzerland (French)	(41) 0844 84 84 12
Switzerland (Italian)	(41) 0844 84 84 13
United Kingdom	(44) 01908 635245
North America	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223

If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.