Rockwell Automation

⚠ 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.

Allen-Bradley 1715-AENTR and AADvance T9110 / T9120 Temperature Specification

Reference: 2017-11-001

Date: November 2017

This Product Notice informs you of a potential anomaly that exists with the Allen-Bradley® 1715-AENTR and AADvance® T9110 modules, and the AADvance T9120 Eurocard. Products may not operate correctly at ambient temperatures below 0°C.
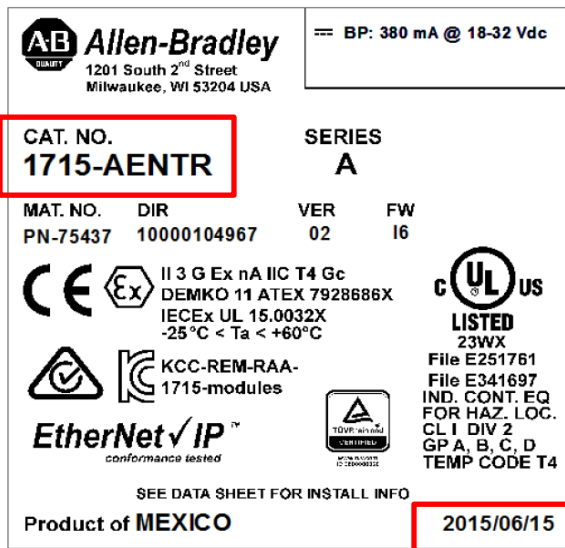

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– Product Identification –

The affected products are the Allen-Bradley 1715-AENTR Ethernet/IP Adapter, the AADvance T9110 Processor Module, and the AADvance T9120 Eurocard Processor.
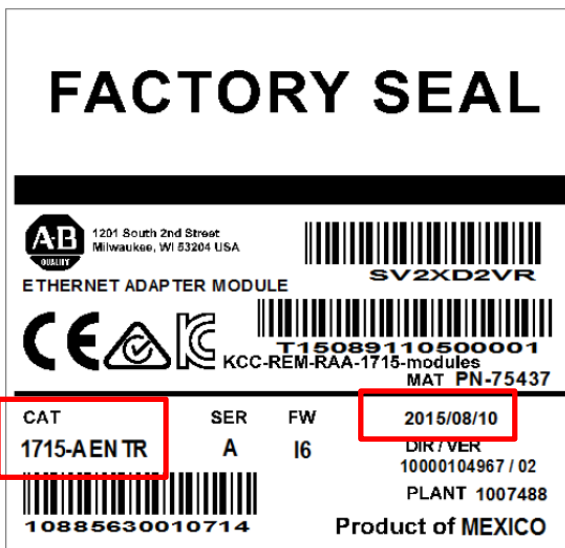
- Allen-Bradley 1715-AENTR Ethernet/IP Adapter manufactured from October 2010*.
- AADvance T9110 Processor Module manufactured from October 2009*.
- AADvance T9120 Processor Eurocard manufactured from January 2010.*

*As of the release of this notification, Rockwell Automation is working on a correction to this anomaly and expects to have corrected product on or before the 2nd calendar quarter 2018. Until corrected product is available, Rockwell Automation will provide documentation or product markings with new shipments to alert you to product with this anomaly. When corrected product is available, the Knowledgebase Article ID 1067984 for this Product Notice will be updated with the release date information.

For installed 1715-AENTR product, the product identification information may be found on the product nameplate located on the right side of the module. The catalog number will be in the CAT. NO. field and the date of manufacture will be in the lower right corner in the format of YYYY/MM/DD, where YYYY is the year, MM is the month code, and DD is the day of the month.

In the example shown at the left, the catalog number is 1715-AENTR and the date of manufacture is 2015/06/15, or June 15, 2015. This module would be subject to this notification.

For new 1715-AENTR product still within its carton, the product identification information may be found on the carton label. The catalog number will be in the CAT field and the date of manufacture will be on the right side in the format of YYYY/MM/DD, where YYYY is the year, MM is the month code, and DD is the day of the month.

In the example shown at the left, the catalog number is 1715-AENTR and the date of manufacture is 2015/08/10, or August 10, 2015. This module would be subject to this notification.
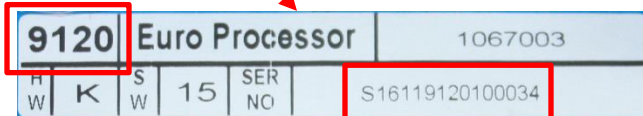
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For installed T9110 product, the product identification information may be found on the product nameplate, located on the right side of the product. The catalog number will be in the upper right corner and the date of manufacture will be the first four numeric digits in the serial number, located under the serial number bar code and will be of the format YYMM where YY is the year code and MM is the month code.

In the example shown to the left, the catalog number is T9110 and the serial number is **1611**911073007, where the date code 1611, or November 2016. This product would be subject to this notification.

For new T9110 product still within its carton, the product identification information may be found on the carton label. The catalog number will be in the CAT field and the date of manufacture will be on the right side in the format of YYYY/MM/DD, where YYYY is the year, MM is the date code and DD is the day of the month.

In the example shown to the left, the catalog number is T9110 and the manufacturing date is 2015/03/11, or March 11, 2015. This module would be subject to this notification.

For installed T9120 Eurocard product, the product identification information may be found on the product nameplate, located on the Eurocard connector. The catalog number will be in the top left corner and the date of manufacture will be the first four numeric digits of the serial number, located in the bottom right corner and of the format YYMM, where YY is the year code and MM is the month code.

In the example shown to the left, the catalog number is 9120, or T9210, and the serial number is S**1611**912010034, where the date code is 1611, or November, 2016. This product would be subject to this notification.
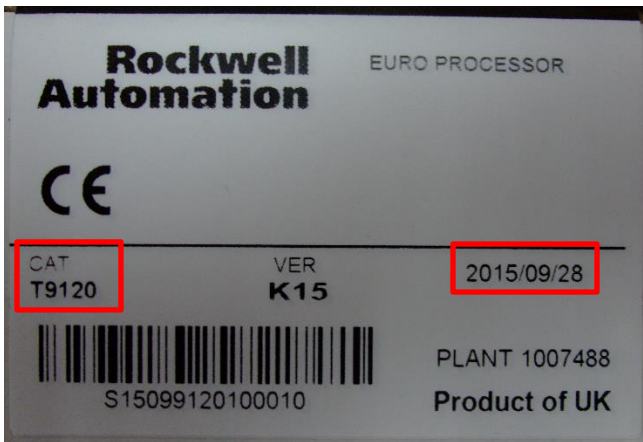
For unopened T9120 product, the product identification information may be found on the carton label. The catalog number will be in the CAT field and the date of manufacture will be on the right side in the format of YYYY/MM/DD, where YYYY is the year, MM is the date code and MM is the day of the month.

In the example shown to the left, the catalog number is T9120 and the date of manufacture is 2015/09/28, or September 28, 2015. This product would be subject to this notification.

The catalog number and manufacturing date of these modules may also be obtained electronically using the Rockwell Automation AADvance and 1715 Diagnostic Collection Tool. Use of the tool is described in Rockwell Automation Knowledgebase Article ID 68174. The electronic date code will be shown in the serial number string and is of the format is YYMM, where YY is the year code and MM is the month code.

	A	B	C	D	E	F	G	H	I	J	
L	Bus	Slot	Channel	Module	Serial No	OFA	IOFB	PSUP	MP Build	FPGA	LSP
2		A		9110	84-1407-9110-5-00091				162	325	
3		B		9110	84-1407-9110-5-00074				162	325	
4			2	0	1715-IB16	84-1308-9402-5-00687					

In the example collection tool data file output shown above, the serial number of AADvance T9110 module in the A slot is 84-**1407**-9110-5-00091. The date code for this module is 1407, or July 2014. This module would be subject to this notification.

– Description –

Allen-Bradley 1715-AENTR and AADvance T9110 / T9120 products have a published specification to operate

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between the ambient temperatures of -25°C and +60°C. However, on the modules listed in this notification, an internal component used in the construction of the module is only rated to operate at a lower specification of 0°C. Therefore, Rockwell Automation can only recommend operation of these modules in an ambient temperature environment of 0°C or higher. Affected modules may halt operation or fail to start at very low temperatures.

Important – Other Rockwell Automation products, such as 1756 ControlLogix®, are only rated to operate at ambient temperatures of 0°C or higher. If your 1715 or AADvance modules are operating in a cabinet containing 1756 ControlLogix or other similarly rated equipment, we recommend that you take no action for this particular 1715 or AADvance hardware.

– Temporary Workarounds –

Customers are advised to take steps to make sure the identified modules are not put into operation or allowed to operate in an environment where the ambient temperature may fall below 0°C. This may include moving the modules to a temperature controlled environment or the installation of heaters within the cabinet containing the modules to make sure the internal cabinet temperature is maintained above 0°C.

For AADvance products, the internal temperature of the module may be monitored electronically for values of 1°C or higher. Additional information may be found in the AADvance Configuration Guide, available from the Rockwell Automation Literature Library. For Workbench R1.3x and prior, refer to Rockwell Automation Publication ICSTT-RM405G, April 2015, page 80. For Workbench R2.x and later, refer to Rockwell Automation Publication ICSTT-RM458A, March 2015, page 53.

– Correction –

Important – If your module is not operated in an environment where the module may be exposed to an ambient temperature below 0°C, you are not affected and no action is required on your part.

Correction requires replacement of the module or card.

- For Allen-Bradley 1715-AENTR and AADvance T9110, customers should contact their Rockwell Automation System Integrator, Distributor, or Sales Office, or other place of purchase, to request replacement product. Reference this Product Notice PN 2017-11-001 when requesting replacement material.

- For AADvance T9120, customers must request a Return Material Authorization (RMA). Send an email to returns@ra.rockwell.com with the subject line "Advance warranty request". An automated response will be generated with instructions and an RMA form attached.

– 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.
- If applicable, contact your local Rockwell Automation Distributor or Sales Office for replacement. Make sure to reference this Product Notice PN 2017-11-001 when requesting replacement product. Rockwell

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Automation will accept requests for repair (where applicable) or replacement product for a period of 18 months from the initial publication of this Product Notice.

- All returns should be over packed to prevent shipping damage during transit.
- Continue to check incoming shipments for potentially affected product. Product in transit or in non-Rockwell Automation inventory may continue to contain potentially affected product for a period of time after the publication of this document.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Notice 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 1067984. 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.

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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	Region / Country	Phone Number ( ) International Code
Asia/Pacific		**Europe**	
Australia	1 800 762 593	Austria	(49) 211 41553 664
China	400 620 6620	Belgium	(32) 2 716 8411
Hong Kong	+852 2887 4666	Czech Republic	(420) 28401 5911
India	1 800 2000 121	Denmark	(45) 43 466 006
Japan	03 3206 2785	Finland	(358) 958 447 419
Korea	(82) 2 2188 4400	France	(33) 825303132
Malaysia	1 800 80 4851	Germany	(49) 211 41553 664
New Zealand	0800 27 27 25	Hungary	(420) 28401 5911
Taiwan	080 902 0908	Ireland	(44) 01908 635245
Thailand	(66) 2936 1500	Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
		Italy (Bologna,Firenze,Napoli, Roma e Torino)	(39) 199 11 99 22
Caribbean		Morocco	(33) 825303132
All Countries (English)	(1) 440 646 3223	Netherlands	(31) 10 266 55 80
All Countries (Español)	(1) 440 646 3650	Poland	(48) 22 32 60 707
Central America		Portugal	(1) 440 646 3223
Argentina	800.666.0320	Slovakia	(420) 284015911
Belize	(1) 440 646 3650	Spain	(34) 902 30 93 30
Bolivia	(54) 800 10 0632	Sweden	(46) 46 19 93 91
Brazil	(55) 11 5189 9500	Switzerland (German)	(41) 0844 84 84 11
Chile	800.53.0012	Switzerland (French)	(41) 0844 84 84 12
Colombia	01.800.700.2107	Switzerland (Italian)	(41) 0844 84 84 13
Costa Rica	0800.013.1215	United Kingdom	(44) 01908 635245
Ecuador	58.212.949.0611	**North America**	
El Salvador	(52) 55 5246 2010	Canada	(1) 440-646-3223
Guatemala	1.800.288.0108	United States	(1) 440-646-3223
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		

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

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