**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.

Firmware Version 20.019 Not TUV SIL Certified for 1756-L6xS GuardLogix Safety Controllers as Released With Bundle V20.04.01

Reference: 2018-07-001

Date: July 2018

This Product Notice informs you of a situation that exists with the distribution of 1756-L6x ControlLogix® firmware version 20.019. Firmware version 20.019 was released as part of the V20.04.01 software bundle and mistakenly associated with the 1756-L6xS GuardLogix® safety controllers.

While the changes made to firmware version 20.019 do not affect the safety aspects of the product, version 20.019 has not been TUV SIL certified for use with the 1756-L6xS GuardLogix safety controllers in a functional safety application.

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– Product Identification –

The affected product is 1756-L6x ControlLogix firmware version 20.019 <u>when used with the 1756-L6xS GuardLogix safety controllers</u>. 20.019 was released as part of software bundle V20.04.01 and mistakenly associated with the 1756-L6xS GuardLogix safety controllers during bundle packaging.

Software bundle V20.04.01 was available as a software download from the Rockwell Automation Product Compatibility and Download Center (PCDC) and was included on the following DVD-ROM media distributions:
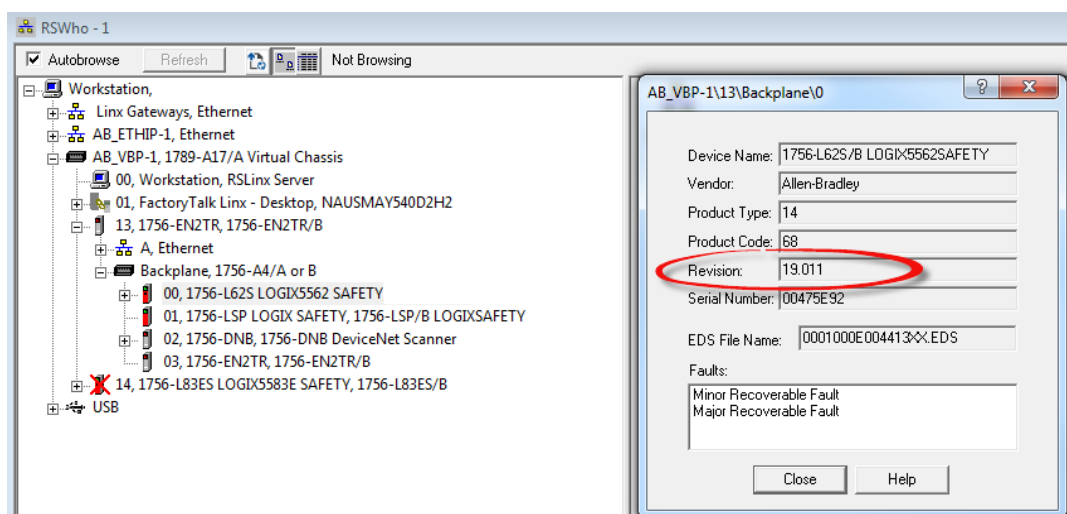
9324-RLD000ENM	Studio 5000 Service Edition
9324-RLD200ENM	Studio 5000 Mini Edition
9324-RLD250ENM	Studio 5000 Lite Edition
9324-RLD300ENM	Studio 5000 Standard Edition
9324-RLD600ENM	Studio 5000 Full Edition
9324-RLD700NXENM	Studio 5000 Professional Edition

Important – This situation does not affect the use of firmware version 20.019 with non-safety rated 1756-L6x ControlLogix controllers. If you are using 20.019 on a non-safety rated controller you are not affected and no action is required on your part.

Important – This situation does not affect the 1756-L6xS GuardLogix controller hardware. Hardware returns are not authorized on this notification.

As shown in the example image below, the currently installed version of firmware can be found on the controller's information dialog as viewed in Rockwell Automation network tools, such as RSLinx® or FactoryTalk® Linx.

If you are using firmware version 20.019 with a 1756-L6xS GuardLogix controller you should follow the steps in the Correction section of this document. In the example image shown below, the version is 19.011 and would not be subject to this notification.

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– Description –

A situation exists with the distribution of 1756-L6x ControlLogix firmware version 20.019. Firmware version 20.019 was released as part of the V20.04.01 software bundle and mistakenly associated with the 1756-L6xS GuardLogix safety controllers. While the changes made to firmware version 20.019 do not affect the safety aspects of the product, version 20.019 has not been TUV SIL certified for use with the 1756-L6xS GuardLogix safety controllers in a functional safety application.

– Temporary Workarounds –

No temporary workaround has been identified. Please refer to the Correction section of this document.

– Correction –

Customers are advised to revert to a prior safety certified version of product firmware. For the 1756-L6xS GuardLogix controllers, the last safety certified version as of the release of this notification is firmware version 20.018. This version is available for download from the Product Compatibility and Download Center (PCDC).

Important – Installations of firmware version 20.019 on non-safety rated 1756-L6x controllers are not affected.

- Access the PCDC at https://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx.
- Enter your GuardLogix product catalog number in the "search…" field. For example, enter "1756-L61S".
- Click on the product catalog number in the results list, then select the version to download. Only versions certified for use with the GuardLogix products will appear on this list.
- Click on the selection result in the list on the right, then click the "DOWNLOADS" button.
- On the "DOWNLOADS" page, click the "Firmware Only" checkbox. An item will appear in the shopping cart for download. Click the "Downloads" button, then click the "DOWNLOAD NOW" button on the "Download Cart" dialog.
- Follow the instructions to complete your download and install the requested firmware.

V20.04.01 bundle has been removed from download on the PCDC. V20.04.02, correcting this anomaly, is now available.

– 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.
- As described in the Correction section of this document, download and install the proper version of controller firmware for any 1756-L6xS safety rated controller that is currently running firmware version 20.019.
- Rockwell Automation will have the correct firmware for this controller available for download and installation for a minimum of 18 months from the posting of this notification.
- Due to delays in shipments, DVD-ROM product shipped after the release of this notification may continue to contain the V20.04.01 software bundle. Verify the version prior to installation from DVD-ROM.

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- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect℠ support contracts should reference this Product Notice 2018-07-001 when calling.
- Customers with TechConnect support contracts may be able to chat online with support representatives. Reference this Product Notice when connected to a support engineer.

The most current version of this Product Notice is posted on the Rockwell Automation Support Center, http://www.rockwellautomation.com/knowledgebase, as ID number 1075351. 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 *Search Knowledgebase – Get Answers* link. Sign in with your TechConnect 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 by going to the Rockwell Automation Knowledgebase as https://rockwellautomation.custhelp.com. Mouse over *Support* and select *Find Local Support*, then enter your location information. If you have a TechConnect℠ support contract, please use the telephone number supplied to you with the contract.

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		

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