



## 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.

## 1769-IF8 8 Point Analog Input Module Incorrect Values Reported

Reference: 2019-04-001

Date: April 2019

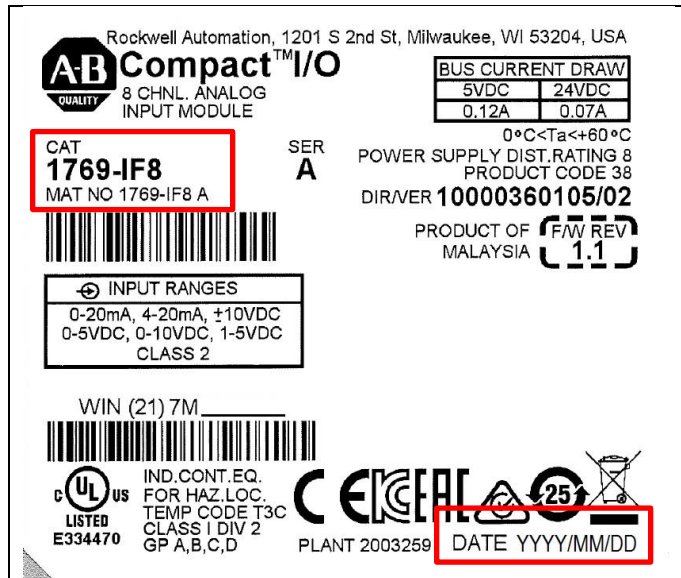
This Product Notice informs you of an anomaly that exists with the Allen-Bradley 8 Point Analog Input Module, catalog numbers 1769-IF8 and 1769-IF8K. Modules with manufacturing dates of October 5, 2018 through December 29, 2018 may have been produced with incorrect firmware. This will result in incorrect values reported and the alarm not working.



– Product Identification –

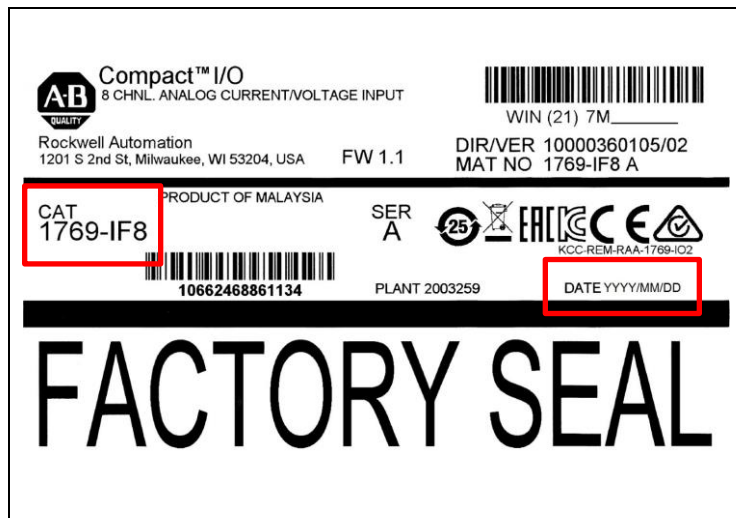
The affected products are Allen-Bradley 8 Point Analog Input Modules, catalog numbers 1769-IF8 and 1769-IF8K.

Affected 1769-IF8 modules were manufactured from October 5, 2018, through December 29, 2018. Affected 1769-IF8K modules were manufactured on December 3, 2018.



For open and installed product, the product identification information will be found on the module nameplate, located on the side of the module. The catalog number will be in the CAT field and the date of manufacture will be in the lower right corner in the DATE field. The date will be of the format 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 to the left the catalog number is 1769-IF8 and the date code is YYYY/MM/DD. If the date code were between 2018/10/05 and 2018/12/29 this product would be in the affected module range and subject to this notification.



For product still in the shipping carton, the product identification will 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 DATE field. The date will be of the format 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 to the left the catalog number is 1769-IF8 and the date code is YYYY/MM/DD. If the date code were between 2018/10/05 and 2018/12/29 this product would be in the affected module range and subject to this notification.



For product distributed in a multi-pack carton, the product identification will be found on the distribution label. The catalog number will be in the CAT.NO. field and the date of packaging will be in the bottom right corner in the PKG DATE/PICKER field. The date will be of the format YYYY/MM/DD, where YYYY is the year, MM is the month code, and DD is the day of the month.

**Important** – The date of packaging of affected product may range from 2018/10/05 through 2019/01/03.

In the example shown to the left the catalog number is 1769-IF8 and the packaging date code is YYYY/MM/DD. If the date code were between 2018/10/05 and 2019/01/03 this product would be in the affected module range and subject to this notification.

**– Description –**

An anomaly exists with the Allen-Bradley 8 Point Analog Input Module, catalog numbers 1769-IF8 and 1769-IF8K. Modules with manufacturing dates of October 1, 2018 through December 31, 2018 may have been produced with incorrect firmware. This will result in incorrect data values reported and the alarm not working.

**– Temporary Workarounds –**

No workaround has been identified. Customers are advised to replace affected product as described in the Correction section of this document.

**– Correction –**

Correction requires replacement of affected product. Customers are advised to return product matching the Product Identification information in this document to their local Rockwell Automation Distributor, Sales Office, or other place of purchase for replacement. Reference this Product Notice PN 2019-04-001 when requesting replacement product.

Rockwell Automation will accept requests for replacement product for a period of 18 months from the initial publication of this Product Notice.

**– 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 when requesting replacement product.
- 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<sup>SM</sup> support contracts should reference this Product Notice 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 [1086100](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.



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<sup>SM</sup> support contract, please use the telephone number supplied to you with the contract.

Region / Country	Phone Number ( ) International Code
<b>Asia/Pacific</b>	
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
<b>Caribbean</b>	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
<b>Central America</b>	
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
<b>Europe</b>	
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
<b>North America</b>	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223