

 **PRODUCT NOTICE**

Notice of Potential Product Concern

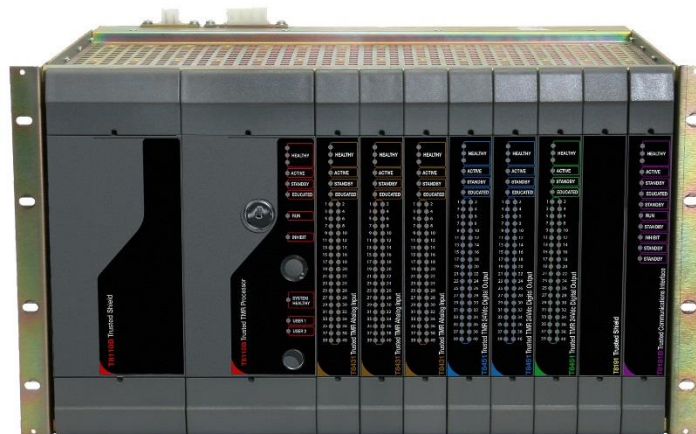
Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

**Trusted T8111C Series B Processor
and Communications Module Incompatibilities**

Reference: 2019-04-002

Date: April 2019

This Product Notice informs you of a condition that exists with older versions of Trusted™ T8150, T8151B, and T8151C communications modules when used with Trusted T8111C Series B processors. Older versions of the Trusted communications modules are not compatible with Trusted T8111C processors and will stop operating when used in the same system.

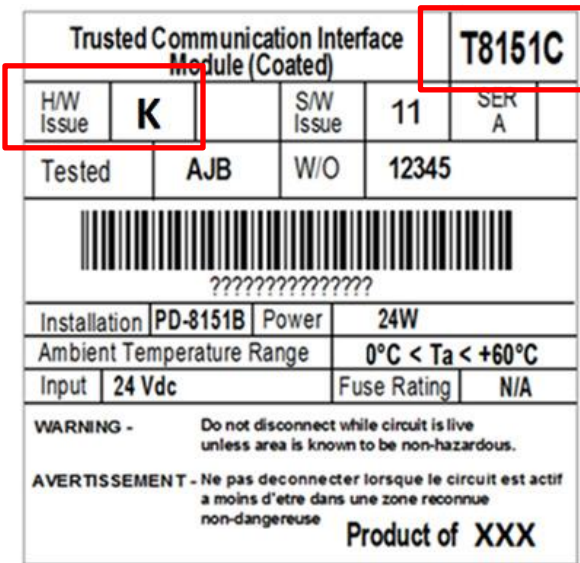


– Product Identification –

The affected system configuration is the Trusted T8111C Series B processor when used in systems containing one or more of the following communications modules:

- Trusted T8150, all H/W revisions.
- Trusted T8151, all H/W revisions.
- Trusted T8151B, H/W revisions A through F only.
- Trusted T8151C / Series A, H/W revisions A through F only.

Important – Each product will operate correctly when used with compatible components. This notification addresses a compatibility condition when specific products and revisions are used within the same system. Processor modules are not affected by this anomaly and may not be returned or replaced on this notification.



For installed product, the module identification information may be found on the product nameplate, located on the side of the module. The module catalog number will be located in the top right corner and the H/W revision will be in the H/W Issue field.

In the example shown to the left, the catalog number is T8151C and the H/W revision is K. Since H/W revision is not within the affected product range, this example would not be subject to this notification and is shown here as an example only.

Note – The format of nameplates has changed over time and the example shown may not be representative of all formats. However, the information shown on this example is available on all nameplate formats.



For product still in the shipping carton, the product identification information will be shown on the product carton label. The catalog number will be in the CAT field and the H/W release letter will be part of the Version string.

In the example shown to the left, the catalog number is T8151C and the Version string is K11, which represents H/W revision K. Since H/W revision is not within the affected product range, this example would not be subject to this notification and is shown here as an example only.

Note – The format of carton labels has changed over time and the example shown may not be representative of all formats. However, the information shown on this example is available on all nameplate formats.

– Description –

A condition exists with older versions of Trusted™ T8150, T8151B, and T8151C communications modules when used with Trusted T8111C Series B processors. Older versions of the Trusted communications modules are not compatible with Trusted T8111C processors and will stop operating when used in the same system.

– Temporary Workarounds –

No workarounds have been identified. Incompatible communications modules must be replaced as described in the Correction section of this document.

– Correction –

Correction requires replacement of incompatible communication modules with a compatible module. If you have an incompatible combination of T8111C Series B processor and T8150/T8151 communication module, as identified in the Product Identification section of this document, you must replace that communication module with a T8151C Series B or later module.

Contact your local Rockwell Automation Distributor, Sales Office, System Professional, or other place of purchase, to arrange for replacement material. Due to the incompatibility, repair is not available as a correction option. Make sure to reference this Product Notice PN 2019-04-002 when requesting replacement material. Return of non-compatible modules is required to receive credit for replacement modules.

Important – When ordering T8151C / Series B replacement modules, you also need to ensure you have a compatible T8153 connector module. T8151C / Series B is only compatible with T8153 modules H/W revisions G through X. If you are using T8153 H/W revision A through F you will also need to order a replacement T8153 modules for each replacement T8151C / Series B module.

Rockwell Automation will accept requests for replacement product through October 2020. After this date, customers may purchase replacement product at their discretion and cost. Processor modules are not affected by this anomaly and may not be returned or replaced on this notification.

– 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 2019-04-002 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 TechConnectSM support 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 **1086218**. 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 TechConnectSM support contract, please use the telephone number supplied to you with the contract.

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