



## PRODUCT SAFETY ADVISORY

### Notice of Potential Unsafe Condition

Rockwell Automation issues a Product Safety Advisory when it identifies a product(s) anomaly that may potentially cause harm to personnel, capital equipment loss or environmental damage. Immediate action is required as identified below.

## Compact Logix 1768-L4x and Compact GuardLogix 1768-L4xS When Expansion I/O Bank Loses Power

Reference: 2019-04-003

Date: April 2019

This Product Safety Advisory informs you of an anomaly that exists with CompactLogix™ 1768-L43 and 1768-L45 processors, and Compact GuardLogix® 1768-L43S and 1768-L45S safety processors. When used in a system configuration with expansion I/O banks, if the expansion I/O bank loses power independent from the local rack, the processor will not be notified of the power loss.

This may result in the processor not acting on changes in input states or values from the expansion bank. Critical process functions dependent on these values may not be executed.



– Product Identification –

The affected products are 1768 CompactLogix processors and Compact GuardLogix processors, firmware versions after V18 up to the corrected version, when used in a system configuration using expansion I/O banks. The potentially affected CompactLogix and Compact GuardLogix processors are:

- CompactLogix processors, catalog numbers 1768-L43, 1768-L45, 1768-L43-CC, and 1768-L45-CC.
- Compact GuardLogix safety processors, catalog numbers 1768-L43S, 1768-L45S, 1768-L43S-CC, and 1768-L45S-CC.

**Important** – System hardware, including listed processor modules, are not affected and may not be returned on this notification. Correction will require download and installation of an updated firmware release. Refer to the Correction section of this document for additional information.

For product in use, the hardware identification information may be found on the product nameplate, located on the side of the module. The catalog number will be on the left side in the CATALOG/SERIES field.

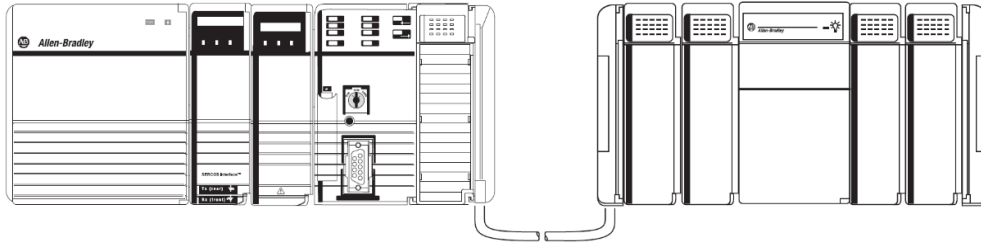
In the example shown below, the catalog number string is 1768-L43/B, or 1768-L43 Series B. 1768-L43 is in the list of potentially affected processors and this system would be subject to this notification.



CompactLogix and Compact GuardLogix processors are shipped with default firmware. Operational firmware must be downloaded and installed prior to use. The currently installed processor firmware version can be found on the processor's information or property dialog as viewed in Rockwell Automation network tools, such as RSLinx® RSWho or FactoryTalk® Linx Browser.

– Description –

An anomaly exists with CompactLogix™ 1768-L43 and 1768-L45 processors, and Compact GuardLogix® 1768-L43S and 1768-L45S safety processors, firmware versions V18 and later. When used in a system configuration with expansion I/O banks, if the expansion I/O bank loses power independent from the local rack, the processor will not be notified of the power loss.



When an expansion I/O bank is connected to a local rack controlled by one of the listed processor modules, if the expansion bank power is lost or removed but the local rack continues to be powered, the processor will not receive fault notification that the expansion bank has been powered down. The processor will continue to operate using the last input states received from the expansion bank. If an input connected to a module within the powered down expansion bank changes state or value, the processor will not receive notification of the state or value change and will continue to operate using prior values. Outputs from output modules within affected expansion banks will go to their zero state.

This may result in a change of state or value to a system input not being acted on and subsequent critical process functions not being executed.

When power is subsequently applied to the expansion bank, the processor may fault, resulting in loss of control functionality for the system until the fault can be cleared and the system restarted.

#### **– Temporary Workarounds –**

Until corrective actions can be implemented, customers are advised to review system configuration and eliminate, if possible, the use of expansion banks. If required, customers are advised to move system critical I/O currently attached to expansion banks to the local rack.

Additional temporary workaround actions may be available depending on system configurations. Contact your system supplier or Rockwell Automation Technical Support for more information.

#### **– Correction –**

Correction requires updated firmware. Version 20.020 is expected to contain the update. When available, corrected firmware will be made available on the Rockwell Automation Product Compatibility and Download Center. Rockwell Automation is currently working on corrected firmware and will provide an update on the Rockwell Automation Knowledgebase Article ID 1086373 for this notification when available. If you would like to receive an email notification when corrected firmware is available, click the link at the end of the Knowledgebase Article and enter your contact information.

**Note** – Rockwell Automation will be making the correction only to the V20 release set. Customers with expansion bank configurations using release V18 or V19 should migrate to the corrected V20 release when available. If unable to migrate to the V20 release, actions listed in the Temporary Workarounds section may be implemented. Contact your system supplier or Rockwell Automation Technical Support for additional information.

**Important** – System components are not affected by this anomaly and may not be returned on this notification. This notification describes an operational condition that may exist due to specific system configurations.

**– Requested Customer Action –**

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Safety Advisory. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Until firmware correcting this anomaly is made available for download and installation, review your system configuration to determine if you may potentially be affected. If so, consider implementation of the Temporary Workarounds listed in this notification.
- 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 Safety Advisory PSA 2019-04-003 when calling.
- Customers with TechConnect contracts may be able to [chat online](#) with support representatives. Reference this Product Safety Advisory when connected to a support engineer.

The most current version of this Product Safety Advisory is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1086373](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.



If this Product Safety Advisory 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
<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

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