

! PRODUCT NOTICE

Notice of Potential Product Concern

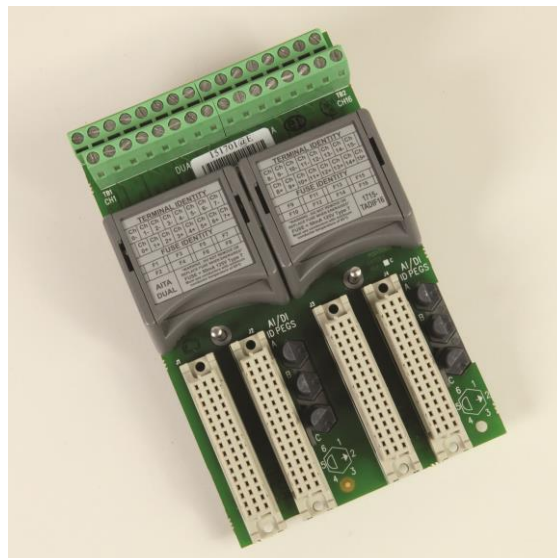
Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

1715 Redundant I/O and AADvance Termination Assembly Fuse

Reference: Preliminary 2019-09-002

Date: September 2019

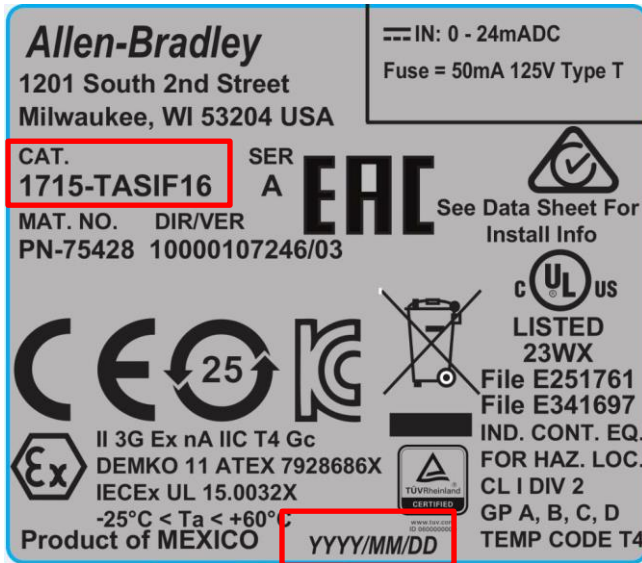
This Preliminary Product Notice informs you of a potential anomaly that exists with the 1715 Redundant I/O and AADvance® analog and digital terminal assembly. On assemblies manufactured starting January 1, 2018, circuit fuses may be open out of the box. Open fuses should be replaced prior to use. Rockwell Automation is currently investigating this anomaly and will update this notification when additional information is available.



– Product Identification –

The affected products are 1715 Redundant I/O and AADvance analog and digital termination assemblies manufactured starting January 1, 2018. Specific termination assembly catalog numbers are:

- 1715 Redundant I/O - 1715-TASIF16, 1715-TASIB16D, 1715-TADIF16, 1715-TADIB16D
- AADvance - T9801, T9802, T9803, T9831, T9832, T9833



For 1715 Redundant I/O termination assemblies, the product identification information may be found on the product nameplate. The catalog number will be in the “CAT.” Field. The manufacturing date will be at the bottom center of the nameplate and 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 at the left, the catalog number is 1715-TASIF16 and the date code is YYYY/MM/DD. This product would be subject to this notification for product manufactured on or after date code 2018/01/01.

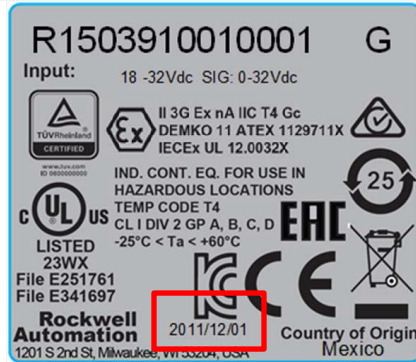


For 1715 Redundant I/O product still in its original carton, the product identification information will be on the product carton label. The catalog number will be in the “CAT” field and the date of manufacture will be in the lower right corner above the “DIR/VER” field will be of the format YYYY/MM/DD where YYYY is the year, MM is the month code, and DD is the day of the month.

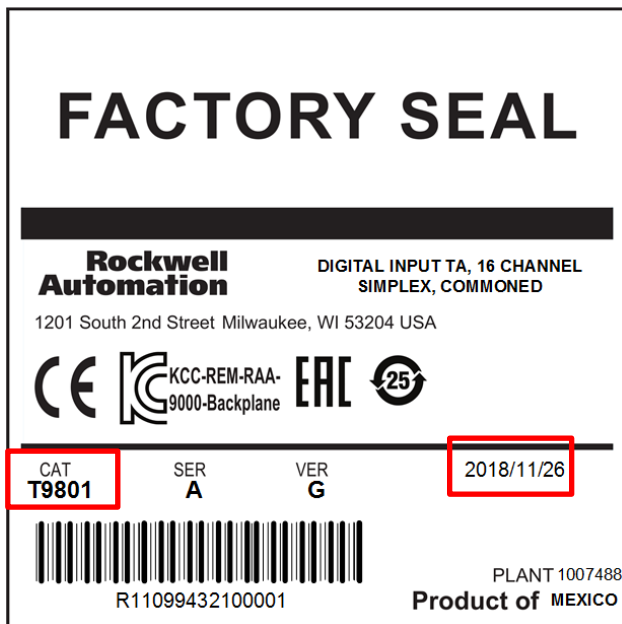
In the example shown to the left, the catalog number is 1715-TASIF16 and the date of manufacture is 2015/04/30, or April 30, 2015. The catalog number matches the information in the Product Identification section above but the date of manufacture is prior to the affected manufacturing date range. This assembly is not subject to this notification and is shown as an example only.

TERMINAL IDENTITY															
0v	0v	Ch1	Ch2	Ch3	Ch4										
		Ch5	Ch6	Ch7	Ch8	Ch9	Ch10								
		Ch11	Ch12	Ch13	Ch14	Ch15	Ch16								
FUSE IDENTITY															
F1	F2	F3	F4	F5	F6	F7	F8								
F9	F10	F11	F12	F13	F14	F15	F16								
DITA Simplex		T9801													

For AADvance product, the product identification information is available on the terminal assembly nameplate and fuse cover label. The catalog number is on the fuse cover label in the lower right corner. The manufacturing date will be at the bottom center of the nameplate and 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 T9801 and the manufacturing date is 2011/12/01, or December 1, 2011. The catalog number matches the Product Information section above but the date of manufacture is prior to the affected manufacturing date range. This assembly is not subject to this notification and is shown as an example only.



For AADvance product still in its original carton, the product identification information will be on the product carton label. The catalog number will be in the "CAT" field and the date of manufacture will be on the right side under the dividing line and 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 T9801 and the date of manufacture is 2018/11/26, or November 11, 2018. The catalog number and manufacturing date match the information in the Product Identification section. This assembly is subject to this notification.

- Description -

A potential anomaly exists with the 1715 Redundant I/O and AADvance analog and digital terminal assembly. On termination assemblies manufactured starting January 1, 2018, circuit fuses may be open out of the box. Open fuses should be replaced prior to use.

On some termination assemblies, up to half of the 50mA input circuit fuses may be in an open state from the factory. On digital termination assemblies, this will result in channel errors indicating an open wire status. On analog termination assemblies, this will result in channel errors indicating an under range condition.

Customers receiving termination assemblies within the affected manufacturing date range are advised to test all channel circuits for open fuse conditions. If found, channel fuses must be replaced.

Note - This anomaly does not affect fuses once they have been replaced. Customers with commissioned and running systems who experience open fuses are advised to verify circuit integrity prior to requesting replacement fuses.

– Temporary Workarounds –

No temporary workaround has been identified.

– Correction –



ARC FLASH HAZARD – In a hazardous location, make sure a circuit is de-energized before you remove or replace a fuse. If the circuit is energized it is possible to make an electrical arc and cause an explosion. Failure to follow the instruction can cause injury to persons.

Where an open fuse condition has been identified, the fuse must be replaced. Rockwell Automation will make available at no charge T9901 Replacement Input Fuse 50mA (Pack of 20) kit to address fuses that are open as received from the factory. Each kit contains 20 replacement fuses. Contact your local Rockwell Automation Distributor, Sales Office, or other place of purchase to request replacement fuse kits. Reference this Product Notice PN 2019-09-002 when requesting replacement fuse kits.

Refer to the AADvance Controller Troubleshooting and Maintenance Manual, publication ICSTT-RM406I, Replacing Channel Fuses / Replace an Input Fuse section for detailed instructions for fuse replacement. These instructions apply to both the 1715 Redundant I/O and AADvance versions of this assembly. A subset of these instructions is attached as Appendix B to this notification.

Until further notice, Rockwell Automation will not accept requests for repair or replacement of potentially affected assemblies. When the results of current investigations have completed additional guidance will be provided.

– 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.
- Where you have identified affected product, contact your local Rockwell Automation Distributor, Sales Office, or other place of purchase to request fuse replacement kits. Reference this Product Notice.
- 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 PN 2019-09-002 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 [1090258](#). 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

Appendix B Replace an Input Channel Fuse

Refer to the AADvance Controller Troubleshooting and Maintenance Manual, publication ICSTT-RM4061, Replacing Channel Fuses / Replace and Input Fuse section for detailed instructions for fuse replacement. These instructions apply to both the 1715 Redundant I/O and AADvance versions of this assembly.



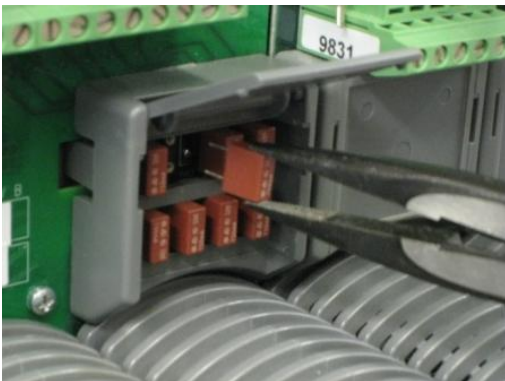
ARC FLASH HAZARD – In a hazardous location, make sure a circuit is de-energized before you remove or replace a fuse. If the circuit is energized it is possible to make an electrical arc and cause an explosion. Failure to follow the instruction can cause injury to persons.

Replace an Input Channel Fuse

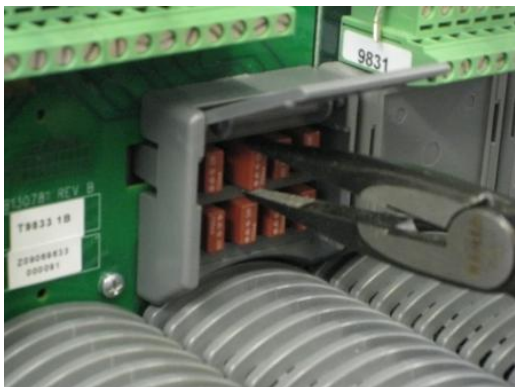
1. Open the **fuse cover**.



2. Find the **open fuse** and remove it. Rockwell Automation recommends the use of catalog number T9908 fuse removal tool or equivalent long nose pliers. Pull the fuse slowly straight out to prevent damage to the fuse holder.



3. Insert the **new fuse**. Push the fuse straight into the fuse holder to avoid damage.



4. Close the **fuse cover**.