⚠ 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 T8311C Expander Interface
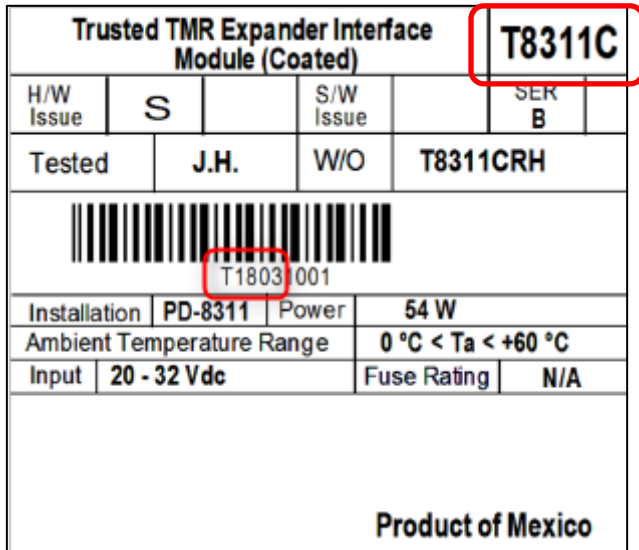# Does Not Perform Hot Swap As Expected

Reference: 2019-10-001

Date: October 2019

This Product Notice informs you of a potential anomaly that exists with the Trusted T8311C Expander Interface. During a hot swap procedure, the module normally detects the release of the module latches indicating a pending module removal. If a second module has been installed, the system will pass control to the second module and shut down the module pending removal. On some Expander Interface modules, the release detection does not operate and the automatic hot swap does not occur.
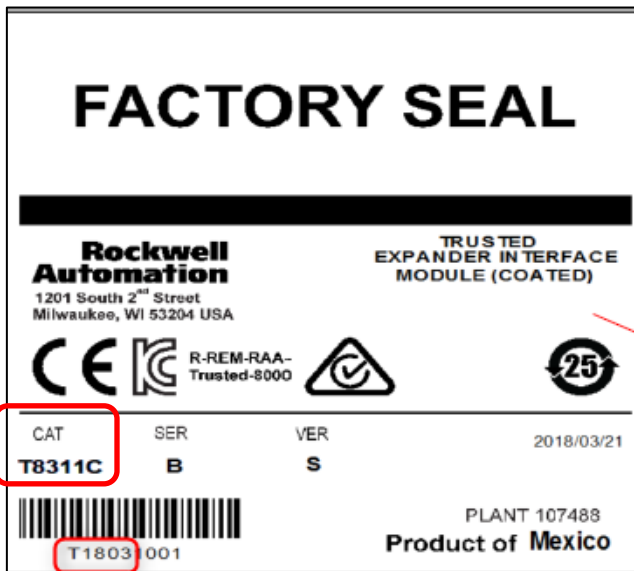
– Product Identification –

The affected product is the Trusted T8311C Expander Interface with manufacturing dates from June 1, 2018 through August 21, 2019, or serial number date codes of T1806 through T1908. Product that has already been returned and updated may be identified either through the serial number or by the placement of a red dot next to the serial number on the carton label and nameplate. A listing of product within the affected date code range that has been updated as of the release of this notification is included as Appendix B of this letter.

expanding **human possibility**™

Rockwell
Automation

Trusted TMR Expander Interface Module (Coated)				T8311C
H/W Issue	S		S/W Issue	SER B
Tested	J.H.	W/O	T8311CRH	
Installation	PD-8311	Power	54 W	
Ambient Temperature Range		0 °C < Ta < +60 °C		
Input	20 - 32 Vdc		Fuse Rating	N/A

Barcode: T18031001

Product of Mexico

The module identification information may be found on the module nameplate, located on the side of the module. The catalog number will be in the upper right corner and the manufacturing date code will be the first five characters of the serial number, located under the serial number bar code.

In the example shown to the left, the catalog number is T8311C and the serial number is T18031001, or date code T1803. The manufacturing date of this product is prior to the affected date code range of T1803 through T1908 and would not be affected by this anomaly. This image is shown as an example only.

FACTORY SEAL

Rockwell
Automation
1201 South 2nd Street
Milwaukee, WI 53204 USA

CE IC R-REM-RAA-Trusted-8000

TRUSTED
EXPANDER INTERFACE
MODULE (COATED)

CAT	SER	VER	2018/03/21
T8311C	B	S	

Barcode: T18031001

PLANT 107488
Product of Mexico

For product still in its shipping carton, the product identification information is found on the carton label. The catalog number is in the lower left in the CAT field and the manufacturing date code will be the first five characters of the serial number, located under the serial number bar code in the lower left corner.

In the example shown to the left, the catalog number is T8311C and the serial number is T18031001, or date code T1803. The manufacturing date of this product is prior to the affected date code range of T1803 through T1908 and would not be affected by this anomaly. This image is shown as an example only.

– Description –

A potential anomaly exists with the Trusted T8311C Expander Interface. During a hot swap procedure, the module normally detects the release of the module latches indicating a pending module removal. If a second module has been installed, the system will pass control to the second module and shut down the module pending removal. On some Expander Interface modules, the release detection does not operate and the automatic hot swap does not occur.

– Temporary Workarounds –

No temporary workaround has been identified. Customers are advised to implement the corrective actions in the following section.

Rockwell Automation

<div align="center">

– Correction –

</div>

Customers requesting repair or exchange should submit a request for a Return Material Authorization (RMA) by sending an email to returns@ra.rockwell.com with subject line "PN 2019-10-001 RMA Request". An RMA will be returned by email with processing instructions.

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

<div align="center">

– Requested Customer Action –

</div>

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.
- 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℠ 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 1090459. 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.

Trademarks not belonging to Rockwell Automation are property of their respective companies.

expanding **human possibility**™

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		

Rockwell Automation

Appendix B
Identifying Updated Product

Product that has been factory updated can be identified by the product serial number or by a red dot to the right of the serial number on the product nameplate or carton label. If your product's serial number is listed below or if your product's nameplate or carton label has a red paint dot to the right of the serial number, your product has been updated for this anomaly and no action is required on your part.

T18101002	T18111013
T18101003	T19011004
T18111002	T19051026
T18111003	T19051030
T18111004	T19051032
T18111005	T19051043
T18111008	T19051050
T18111011	T19051052
T18111012	

Product updated prior to the use of the red paint dot may be identified by the serial number listed on the product's nameplate or carton label.

If the serial number of your T8311C is listed here, your product has been updated for this anomaly and no action is required.

Trusted TMR Expander Interface Module (Coated)				**T8311C**	
H/W Issue	**S**		S/W Issue	SER **B**	
Tested	**J.H.**	W/O	**T8311CRH**		
		T18031001			●
Installation	**PD-8311**	Power	54 W		
Ambient Temperature Range			0 °C < Ta < +60 °C		
Input	**20 - 32 Vdc**		Fuse Rating	N/A	
			Product of Mexico		

Product that has been factory updated for this anomaly may be identified by a red paint dot located to the right of the serial number on the product nameplate.

If the nameplate or carton label of your T8311C contains a red paint dot as shown in the example image to the left, your product has been updated for this anomaly and no action is required.

expanding **human possibility**™