

 **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.

5069-SERIAL Compact 5000 I/O Serial Module Incorrect Firmware

Reference: 2019-12-001

Date: December 2019

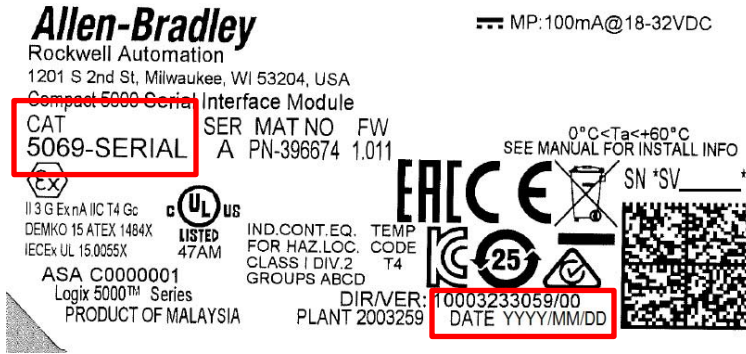
This Product Notice informs you of an anomaly that exists with the Compact 5000 I/O Serial Module, catalog number 5069-SERIAL. Product manufactured from October 10, 2019, through November 14, 2019, was shipped with incorrect firmware. Product must be returned for replacement.



– Product Identification –

The affected product is the Compact 5000 I/O Serial Module, catalog number 5069-SERIAL, manufactured October 10, 2019 (date code 2019/10/10), through November 14, 2019 (date code 2019/11/14).

Important – Use only the catalog number and date code to identify affected product. The product nameplate and carton label will show firmware version 1.011. However, all product with a date code within the affected product range of 2019/10/10 through 2019/11/14 has the incorrect firmware version 2.001 installed and is subject to this notification.



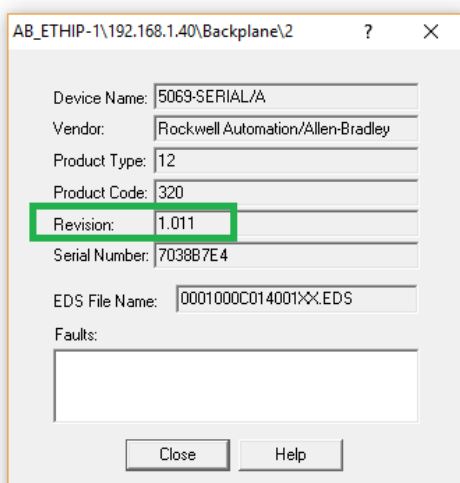
For installed product, the product identification information may be found on the product nameplate. The catalog number is in the CAT field. The date of manufacture is in the DATE field and is of the format YYYY/MM/DD where YYYY is the year, MM is the month number, and DD is the day of the month. For example, 2019/11/10 is November 10, 2019.

In the example shown at the left, the catalog number is 5069-SERIAL and the manufacturing date is YYYY/MM/DD. If the manufacturing date were between 2019/10/10 and 2019/11/14 this product would be subject to this notification.



For product still in its shipping carton, the product identification may be found on the carton label. The catalog number is in the CAT field. The date of manufacture is in the DATE field and is of the format YYYY/MM/DD where YYYY is the year, MM is the month number, and DD is the day of the month. For example, 2019/11/10 is November 10, 2019.

In the example shown at the left, the catalog number is 5069-SERIAL and the manufacturing date is YYYY/MM/DD. If the manufacturing date were between 2019/10/10 and 2019/11/14 this product would be subject to this notification.



Installed product may also be inspected by using RSLinx. Using RSLinx on a powered network, browse to the desired 5069-SERIAL module and select the device properties. The catalog number will display in the Device Name field and the installed firmware version will display in the Revision field.

In the example shown to the left, the Device Name is 5069-SERIAL and the Revision is 1.011. This product has the correct firmware installed and no action is required. If the Revision had shown 2.001, this product would be subject to the actions of this notification.

– Description –

An anomaly that exists with the Compact 5000 I/O Serial Module, catalog number 5069-SERIAL. Product manufactured from October 10, 2019, through November 14, 2019, was shipped with incorrect firmware.

On a small number of product firmware version 2.001 was installed instead of the correct firmware version 1.011.

– Temporary Workarounds –

No workaround has been identified. Affected product must be replaced.

– Correction –

Correction requires replacement of identified affected product. For any product matching the catalog number and manufacturing date information in the Product Identification section of this document, return the product to your local Rockwell Automation Distributor, Sales Office, or other place of purchase and request replacement product. Reference this Product Notice 2019-12-001 when requesting replacement product. This product is not available for repair or exchange.

New product still within its shipping carton should be returned with the factory seals intact.

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 TechConnectSM 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 [1092645](#). 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.

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>. Click on *Contact Us* → *Phone*, and 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