⚠ 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.

Kinetix 6200 and 6500 Safe Speed Control Module Unexpected Motion

Reference: 2020-01-001

Date: January 2020

This Product Notice informs you of a potential anomaly that exists with the Kinetix® 6200 and 6500 Safe Speed Control Modules. Under rare conditions, a short duration of unexpected motion may occur followed by a fault condition.

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– Product Identification –

The affected products are:

- Kinetix 6200 2094-SE02F-M00-S1 Sercos Safe Speed Control Module. Firmware versions through 1.050. Manufacturing date up to and including date code 2003, or third week of 2020.

- Kinetix 6500 2094-EN02D-M01-S1 Multi-Axis Safe Speed Control Module. Firmware versions through 3.005. Manufacturing date up to and including date code 2003, or third week of 2020.

Note – If you are using an S1 (safe speed) drive, but not using the S1 functionality, you are not affected. Rockwell Automation recommends following the corrective actions in this document for possible future implementations using this functionality.
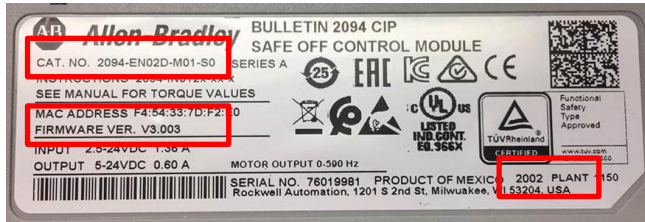
Important – Product nameplates and carton labels will show the as shipped firmware release version. For installed product, the firmware may have been field updated. Prior to taking any action, you should verify the installed version of firmware using an online tool such as Rockwell Automation RSLinx®.
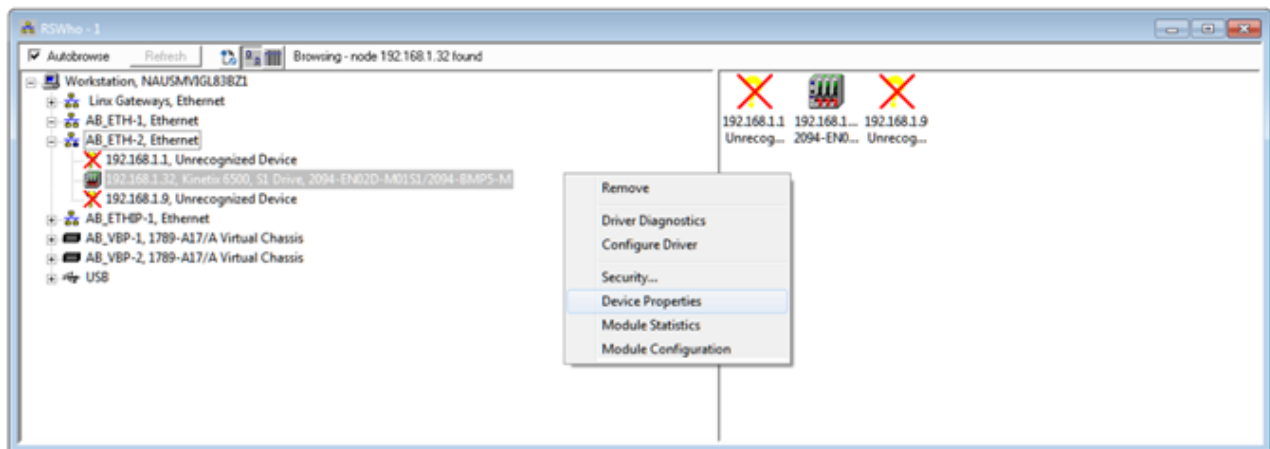

For product still in its shipping carton, the product identification information can be found on the product's carton label. The catalog number will be in the CAT field, the firmware revision will be in the FRN field, and the manufacturing date code will be in the DATE field.

In the example shown to the left, the catalog number is 2094-EN02D-M01-S0, the firmware revision is 3.003, and the manufacturing date code is 2002, or the second week of 2020. The catalog number of this example ends in S0, which is not included in the Product Identification section. This image is provided as an example only and is not subject to this notification.

For product out of its carton, the product identification information can be found on the product's nameplate, located on the side of the module. Note that the product must be removed to access the nameplate. The catalog number will be in the CAT NO field, the as shipped firmware version will be in the FIRMWARE VER field, and the manufacturing date code will be in the lower right corner to the left of the PLANT field.
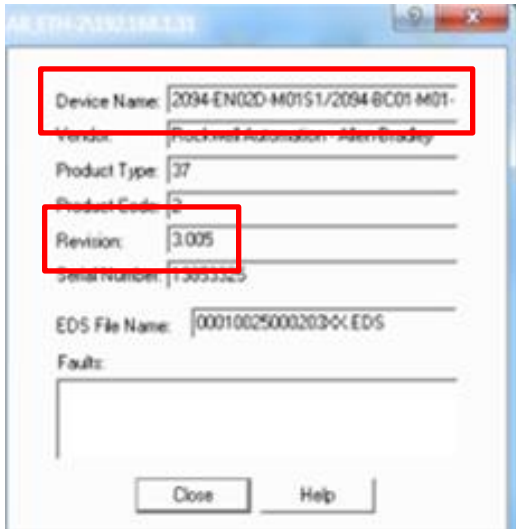
In the example shown to the left, the catalog number is 2094-EN02D-M01-S0, the firmware version is 3.003, and the manufacturing date code is 2002, or the second week of 2020. The catalog number of this example ends in S0, which is not included in the Product Identification section. This image is provided as an example only and is not subject to this notification.

Important – Product nameplates and carton labels will show the as shipped firmware release version. For installed product, the firmware may have been field updated and should be verified prior to taking corrective actions.

In RSLinx, the installed product firmware version can be found on the product's Device Properties dialog, accessed by right clicking the product on the network device display, as shown above. In this example, the product is the 2094-EN20D-M01-S1 module.

The module identification information can be found on the Device Properties dialog. The product catalog number will be in the Device Name field and the as installed firmware version will be in the Revision field.

In the example shown to the left, the catalog number string contains the catalog number 2094-EN02D-M01S1, or 2094-EN02D-M01-S1. The firmware version is 3.005. This product matches the product identification information shown above and is subject to this notification.

– Description –

A potential anomaly exists with the Kinetix 6200 and 6500 Safe Speed Control Modules. Under the following conditions, a short duration of unexpected motion may occur followed by a fault condition.

Rockwell Automation analysis has determined that this anomaly can happen if the axis goes from moving to zero speed within 1 Overspeed Response Time cycle (per the drive's safety configuration) prior to the Safe Stop 1 or Safe Stop 2 request.

Important - This anomaly was found during testing. Product safety functionality is not affected by this anomaly.

– Temporary Workarounds –

Until corrective actions can be implemented, the following action should be taken:

1. Change the Stop Category of the drive to Safe Torque-Off.

Important - The requirements to mitigate this anomaly vary by application. Contact Rockwell Automation Technical Support for application related questions. Reference this Product Notice PN 2020-01-001 when requesting support. Any temporary workarounds must be tested and confirmed prior to release to production.

– Correction –

Correction requires upgrading firmware. When available, product firmware may be downloaded from the Rockwell Automation Product Compatibility and Download Center (PCDC).

- Access the PCDC at
  https://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx?crumb=112.

- In the "search" field, enter the catalog number of your product. In the results list, click on the desired product or product group and then select the desired firmware from the "select a version" list.

  For Kinetix 6200 2094-SE02F-M00-S1 select version 1.051 or later.

  For Kinetix 6500 2094-EN02D-M01-S1 select version 3.006 or later.

- Click the "Downloads" button and then click the desired download option, Select Files or Firmware Only. Follow the instructions to complete the download and install the updated firmware.

Important – Correction requires on site installation of upgraded product firmware. Hardware is not affected and may not be returned on this notification.

Rockwell Automation will make corrected firmware available for a period of at least 18 months from the initial publication of this Product Notice.

<p align="center">**– Requested Customer Action –**</p>

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.
- 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 2020-01-001 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 1092769. 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. Click on *Contact Us* → *Phone*, and 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
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

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