

 **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 Incorrect Fuse

Reference: 2020-06-001

Date: June 2020

This Product Notice informs you of an anomaly that exists with a small quantity of Trusted® T8311C Expander Interface modules. Nine modules were manufactured and released with undersized fuses. Correcting requires returning the product for repair or replacement.

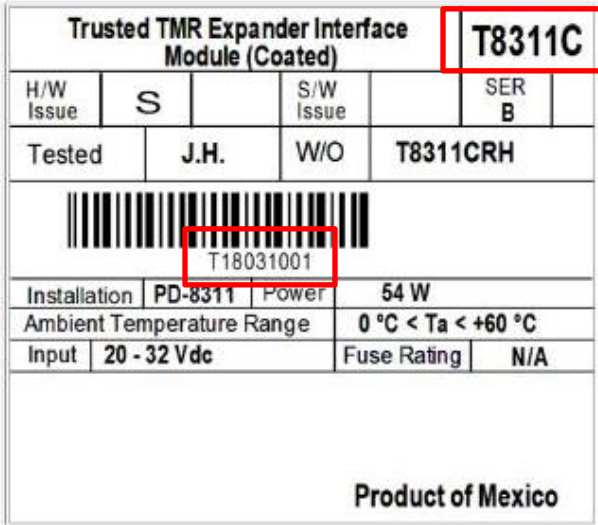
### – Product Identification –

The affected product is the Trusted T8311C Expander Interface module. Affected products may be identified by the product serial number.

T20011037, T20021011, T20021021, T20021004, T20021014, T20021023, T20021009, T20021016, and T20021024.

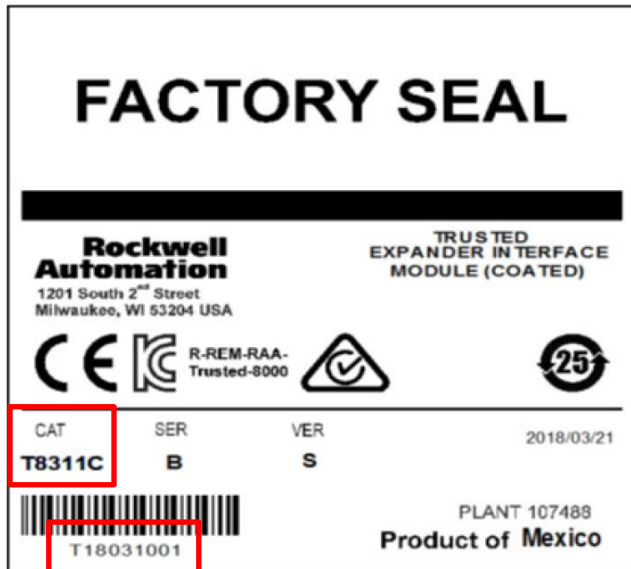
Affected product was manufactured January 2020 through February 2020. Only product matching one of the affected product serial numbers is subject to this notification.





For installed product, the product catalog number and serial number may be found on the module nameplate, located on the side of the module. The module must be removed to inspect the nameplate.

The catalog number is located in the top right corner and the product serial number is located under the bar code graphic. In the example shown to the left, the catalog number is T8311C and the serial number is T18031001. This serial number does not match the affected product list and is shown here as an example only.



For product still in its shipping carton, the product catalog number and serial number may be found on the carton label.

The catalog number is located in the bottom left corner in the CAT field and the serial number is located under the bar code graphic. In the example shown to the left, the catalog number is T8311C and the serial number is T18031001. This serial number does not match the affected product list and is shown here as an example only.

**Important** – Unopened product should be returned in its original shipping carton with factory seals intact.

– Description –

An anomaly exists with a small quantity of Trusted T8311C Expander Interface modules. Nine modules were manufactured and released with 2 Amp fuses instead of the required 3 Amp fuses. Modules may operate correctly for a short period of time but are expected to eventually experience internal slice faults. Modules where both slices experience this anomaly will execute a safe shutdown.

Fuses are located internal to the module and are not field replaceable. Affected modules must be returned for repair or replacement.

– Temporary Workarounds –

No temporary workarounds are available. Follow the guidance in the Correction section of this document.

**– Correction –**

Affected product must be returned for factory repair or replacement.

- For Sensia customers, send an email to [PA.spares&returns@sensiaglobal.com](mailto:PA.spares&returns@sensiaglobal.com) with the subject line “PN 2020-06-001 RAM Request”. Sensia will contact you with processing instructions. Contact your Sensia Account Manager or System Integrator if you have any questions.
- For Rockwell customers, contact your local Rockwell Automation Distributor or Account Manager and request product repair or replacement. Be sure to mention PN 2020-06-001 when requesting replacement product. Contact your Rockwell Automation Account Manager or System Integrator if you have any questions.

Rockwell Automation will accept requests for repair (where applicable) or 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, refer to the Correction section of this document for correction instructions. Be sure to reference PN 2020-06-001 when requesting support.
- 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 or Sensia Technical Support. See Appendix A for local Rockwell Automation telephone numbers. Rockwell Automation customers without TechConnect<sup>SM</sup> 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 [PN1518 / 1127047](#). 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<sup>SM</sup> support contract, please use the telephone number supplied to you with the contract.

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