

! 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 I/O Modules Nuisance Fault Indications

Reference: 2020-02-003

Revisoin: A

Date: February 2020

Revised: July 2020

Revised July 2020 – This Product Notice has been updated to provide additional corrective action information. Firmware correcting this anomaly is now available. Please refer to the Correction section of this document for firmware update instructions.

This Product Notice informs you of a potential anomaly that exists with TRUSTED I/O Modules. Series B modules may experience nuisance fault indications.



– Product Identification –

The affected product are Series B TRUSTED I/O modules using module firmware version 4.000, build numbers 201 through 206. The specific module catalog numbers are:

T8402C, T8403C, T8424C, T8425C, T8431C, T8432C, T8433C, T8442C, T8448C, T8449C, T8451C, T8461C, T8471C, T8472C, T8480C.

The module catalog number will be displayed on the carton label and module nameplate. The module catalog number and installed firmware may both be determined using the AADvance 1715 Trusted Collection Tool. Note that the collection tool must be used on a running system.

1. Download and install the latest AADvance 1715 Trusted Collection Tool. The collection tool is available for download from the Rockwell Automation Product Compatibility and Download Center (PCDC) at <https://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx?crumb=112>. In the “search” field, enter “Trusted Collection Tool”. Click the “Downloads” button and follow the instructions to download and install the collection tool.

Important – Make sure you are using the most recent version of the data collection tool.

2. Run the tool on an operating system and collect new data, or open an existing data collection log file. If a log file is collected using the latest collection tool, the module build versions will be included in the resultant .CSV file.
3. Once the log file is open, use the “View” menu to open the Module Versions view. For each module in the system, the module catalog number and firmware build number will be listed. The catalog number will be listed without the leading “T” character. For example, a T8461 module will be listed as 8461. The module firmware version will be the build number, which will range from build 201 through 206 for affected modules.

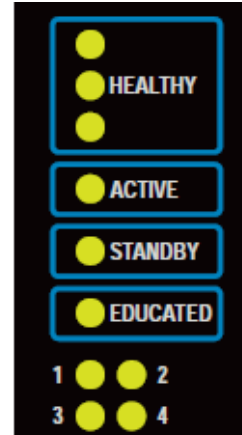
The sample log file shown below shows examples of several I/O modules with firmware build 201. Each of these modules would be subject to the actions of this notification.

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File View Online Help
Chassis 1
Active Processor - 355800 Build 014
Standby Processor - 355800 Build 014
Slot 1 Expander Interface - 0x0D2B
Slot 3 I/O module - T18070120 8403 3v3 TMR 24Vdc Digital Input 352750 Build 201
Slot 5 I/O module - T18070172 8403 3v3 TMR 24Vdc Digital Input 352750 Build 201
Slot 7 Communication Interface - 353570 Build 138
Slot 8 Communication Interface - 353570 Build 138
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Chassis 2
Chassis 2 Slot 13 Expander Processor - 0x0A67
Slot 2 I/O module - T19070208 8461 M2GL005 TMR 48Vdc Digital Output 355230 Build 201
Slot 3 I/O module - T18070181 8431 3v3 TMR Analog Input 352790 Build 201
Slot 5 I/O module - T18080183 8431 3v3 TMR Analog Input 352790 Build 201
Slot 7 I/O module - T18120070 8480 M2GL005 TMR Analog Output 355260 Build 201
Slot 9 I/O module - N18060005 8442 XCS30XL TMR Speed Monitor Module 354060 Build 143
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– Description –

An anomaly exists with TRUSTED I/O Modules. Series B modules may experience nuisance fault indications. Rockwell Automation has investigated reports of two specific nuisance faults that may occur with Series B modules. These faults may occur during start up or during normal operation. In both instances, one or more of the module “HEALTHY” LEDs will flash red, indicating a fault state. These specific faults will not affect normal operation of the system.

Important – Any fault condition must be investigated to differentiate a potential nuisance fault from a true fault. This notification describes conditions where a nuisance fault may be triggered. However, these faults may also indicate a true fault condition. Customers should contact their Rockwell Automation or Sensia account manager, or other place of purchase, for specific fault advice.



Identification of the specific fault condition requires inspection of the diagnostic data. Prior to resetting the module, customers are advised to use the AADvance 1715 Trusted Collection Tool to capture and review the diagnostic logs for specific fault indications. The specific faults described in this notification are codes 0x1050 and 0x1051.

1. As described in the Product Identification section of this document, download and install the AADvance 1715 Trusted Collection Tool from the PCDC.
2. Run the tool on an operating system and collect new data, or open an existing data collection log file. If a log file is collected using the latest collection tool, the module build versions will be included in the resultant .CSV file.
3. Once the log is open, use the “View” menu to open the log file. This opens the raw log data file. Use CTRL-F to open the search window and search for instances of fault codes 0x1050 and 0x1051.

Note - Customers familiar with the use of the data collection tool may choose to collect and view the data of a specific module for fault code information.

If you find either of these fault codes, you must follow the instructions in the following sections. If other fault codes are indicated, contact your Rockwell Automation or Sensia account manager, or other place of purchase, for specific fault advice

– Temporary Workarounds –

Pressing the “reset” button will clear a nuisance fault indication, but the fault condition may recur during restart or normal operation. If the fault recurs this indicates a true fault condition and must be investigated. Customers should contact their Rockwell Automation or Sensia account manager, or other place of purchase, for specific fault advice.

– Correction –

Correction requires updating module firmware build 210 or later. Corrected firmware is now available. The following upgrade options are available:

- Return product for factory firmware update – To request a factory firmware update, submit a request for a Return Material Authorization (RMA) by sending an email to PA.spares&returns@sensiaglobal.com with the subject line “PN 2020-02-003 RMA Request”. An RMA will be returned by email with processing instructions.
- On-site technical service upgrade – Customers may be able to request an on-site upgrade by Rockwell Automation or Sensia field support engineers. Depending on your support contract, you may be charged for this service. Contact your Rockwell Automation or Sensia account manager, Rockwell Automation Technical Support, or other place of purchase, for support options.
- Customer performed upgrade – Customer may be able to perform their own on-site firmware update. Contact your Rockwell Automation or Sensia account manager, Rockwell Automation Technical Support, or other place of purchase, for additional information.

Rockwell Automation will accept requests module firmware updates for a period of no less than 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.
- Until firmware correcting this anomaly has been installed, follow the instructions in the Temporary Workaround section of this document.
- 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 your Rockwell Automation or Sensia account manager, or Rockwell Automation Technical Support. See Appendix A for local technical support telephone numbers. Customers without TechConnectSM or Process Safety support contracts should reference this Product Notice when calling.

The most current version of this Product Notice is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1093420](#). 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 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