

! 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.

Allen-Bradley 1444-DYN04 Dynamic Measurement Module Start-up or Infant Mortality Anomaly

Reference: 2020-10-001

Preliminary: October 2020

This Preliminary Product Notice informs you of a potential anomaly that exists with the 1444-DYN Dynamic Measurement Module. Product may not start or may experience infant mortality. Rockwell Automation is continuing to review this anomaly and will release additional information later.



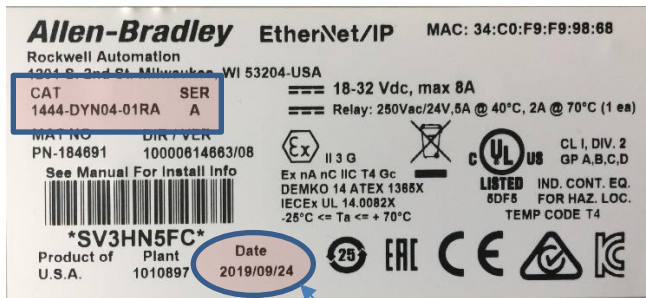
– Product Identification –

The potentially affected product is the 1444-DYN04-01RA Dynamic Measurement Module. The potentially affected products were manufactured within the following date code ranges:

2019/04/18 - 2019/06/18
2019/12/17 - 2020/01/22
2020/03/25 - 2020/06/05

Product catalog number and manufacturing date code can be found on the product nameplate label (shown below).

Important: Only a small percentage of the product manufactured within these date code ranges is affected. The potential exists for some affected product to have been manufactured outside of the stated date code range(s). If an affected product is discovered outside of the stated date code range, please contact Technical Support for exchange.



For installed product or product not within its original shipping carton, the product identification information can be found on the product nameplate located on the bottom of the product. Product exhibiting the described anomaly must be removed from its mounted position to inspect the date code. The product catalog number will be found in the CAT field and the manufacturing date in the Date field.

Potentially affected product date code ranges:
2019/04/18 - 2019/06/18
2019/12/17 - 2020/01/22
2020/03/25 - 2020/06/05

In the example shown to the left, the catalog number is 1444-DYN04-01RA and the date is shown as the code 2019/09/24, or September 24, 2019. This product is outside the listed product date code ranges and would not be affected by this anomaly. This label is shown as an example only.



For product still in its original shipping carton, the product identification information can be found on the product carton label. The catalog number will be in the CAT field and the manufacturing date in the DATE field.

In the example shown to the left, the catalog number is 1444-DYN04-01RA and the date is shown as the code 2019/09/25, or September 25, 2019. This product is outside the listed product date code ranges and would not be affected by this anomaly. This label is shown as an example only.

– Description –

A potential anomaly exists with the 1444-DYN Dynamic Measurement Module. Product may not start or may experience infant mortality. In a low percentage of identified 1444-DYN modules within the affected date code ranges, modules may not start up properly or communicate to the controller. Customers may experience the following behaviors during initial startup or after a short period of product use:

- The RUN LED flashing or solid blue
- MS, NS, and OS LEDs off or flashing blue (Module Status, Network Status, Operating Status)
- The controller or Studio 5000 is unable to communicate to the module
- Studio 5000 is unable to read firmware version
- ControlFlash is unable to read firmware version or flash firmware

– Temporary Workarounds –

No workaround has been identified for this anomaly. Product exhibiting the described behavior must be replaced as described in the Correction section of this document.

– Correction –

Product demonstrating the described behaviors must be replaced. Rockwell Automation will accept requests for replacement product for a period of 36 months from the module's date of manufacture.

- Used product or product not in its original shipping carton that exhibits the described behaviors should be returned for replacement. Contact your local Rockwell Automation Distributor, Sales Office, or other place of purchase to request replacement product. Make sure to reference this Product Notice PN 2020-10-001 when making your request.
- Unused product still within its original shipping carton may be returned for replacement. Make sure to return unused product with all product seals intact to ensure proper credit. Contact your local Rockwell Automation Distributor, Sales Office, or other place of purchase to request replacement product. Make sure to reference this Product Notice PN 2020-10-001 when making your request.

Important – Only a small percentage of product within the affected date code ranges is expected to experience the described behaviors. Only product experiencing the described behaviors or unopened product with its product seals still in place may be returned for replacement product. For product identified in the Product Identification section of this document that demonstrates the described behaviors, Rockwell Automation will accept requests for replacement product for 36 months (3 years) from the module's manufacturing date code.

– 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 PN 2020-10-001 when requesting replacement product.
- All returns should be over packed to prevent shipping damage during transit. Unopened product should be returned with its original package seals intact.
- 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 [1128170](#). 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