

 **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.

GuardLogix 5580 Controller with V31 through V32 Firmware May Experience a Major Non-Recoverable Safety Fault when Online Editing is Interrupted

Reference: 2021-02-003

Date: February 2021

This Product Notice informs you of a potential anomaly that exists with firmware for the GuardLogix® 5580 Controller. The SIL3/PLe configuration of GuardLogix 5580 controller and 1756-L8SP safety partner pair may experience a Major Non-Recoverable Safety Fault (T:14 C01, 03, 07 or 09) when online editing is interrupted.

1756-L8xES Safety Controller / 1756-L8SP Safety Partner



– Product Identification –

The affected product is firmware for the following GuardLogix 5580 controllers, catalog numbers:

1756-L81ES, 1756-L82ES, 1756-L83ES, and 1756-L84ES

when configured as SIL3/PLe using a GuardLogix 1756-L8SP safety partner controller. The affected firmware versions are:

V31.011, V31.012, V32.011, V32.012 and V32.013.

Product identification information may be found on the product carton label or nameplate, as shown in the example images below. The firmware version must be determined using network communication tools, such as FactoryTalk® Linx or Studio 5000®.

Important: GuardLogix 5580 controller and safety partner hardware is not affected and may not be returned on this notification.



Catalog Number
on Carton Label

Catalog
Number
on
Product
Label



– Description –

The SIL3/PLe configuration of GuardLogix 5580 controller and 1756-L8SP safety partner pair may experience a Major Non-Recoverable Safety Fault (T:14 C01, 03, 07 or 09) when online editing is interrupted.

An anomaly exists in the GuardLogix 5580 controller firmware (1756-L8xES and 1756-L8SP) where an online edit transaction may be mishandled between the safety controller (1756-L8xES) and safety partner (1756-L8SP). An interruption during an online edit may result in a Major Non-Recoverable Fault (MNRF) of the 1756-L8SP safety partner on the next online edit or on power cycling of the chassis containing the GuardLogix 5580 system.

The anomaly exists because the online edit transaction is removed from the 1756-L8xES controller but not the 1756-L8SP safety partner. When the next online edit or chassis power cycle is performed active transactions are checked for and the condition results in the 1756-L8SP experiencing a Major Non-Recoverable Fault (MNRF).

– Temporary Workarounds –

Customers should avoid interruptions to Studio 5000 Logix Designer® while performing online editing with GuardLogix 5580 controller configured as SIL3/PLe when using specified V31 and V32 firmware.

– Correction –

Correction requires updating product firmware for both the 1756-L8xES controller and 1756-L8SP safety partner. Rockwell Automation is working on corrected versions of firmware and will release them to the Rockwell Automation Product Compatibility and Download Center (PCDC) when available. If you would like to receive a notice when this version is released, a link is provided at the end of the Knowledgebase article for this Product Notice.

Important: The correction requires a customer installed firmware update that will be available from the PCDC site. GuardLogix 5580 Controller and safety partner hardware is not affected and may not be returned on this notification.

– 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 corrected firmware is available and can be downloaded and installed, follow the recommendations in the Temporary Workaround section of this notification.
- 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, <https://www.rockwellautomation.com/en-us/support/knowledgebase.html>, as ID number [PN1549](#). 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