

 **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.

PlantPax 5.0 Execution Anomaly with PVLV Instruction When Controller Transitions from Program to Run

Reference: 2021-03-002

Date: March 2021

This Product Notice informs you of a potential anomaly that exists with the PVLV Instruction – Incorrect operation when controller transitions from Program to Run.

If your system does not contain the modules noted below, you will not be impacted by the notification.



ControlLogix 1756-L8XEP



CompactLogix 5069-3XERP

– Product Identification –

The affected product is firmware version V33.011 for the following ControlLogix and CompactLogix controllers, when used in a PlantPAx application.

ControlLogix Process Controller

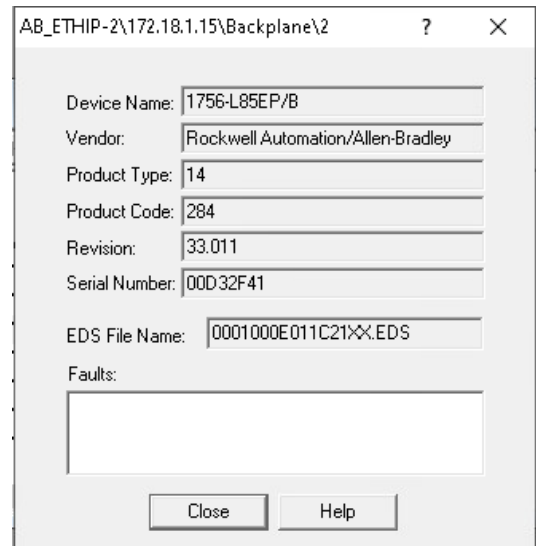
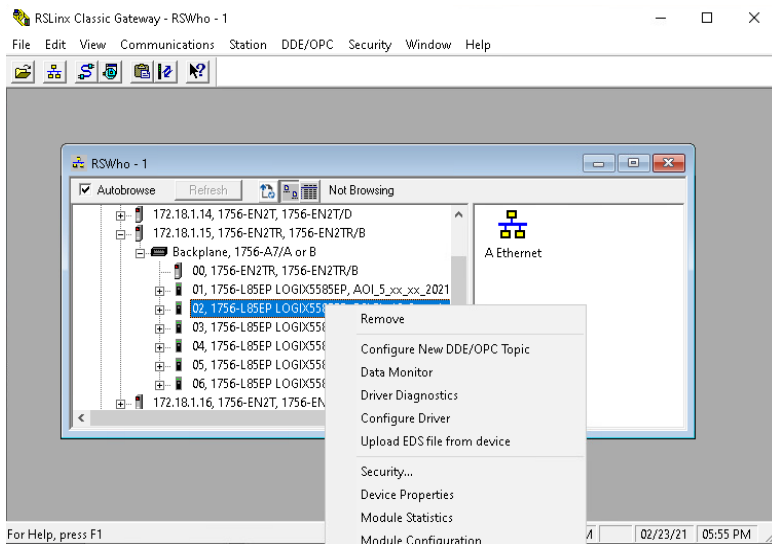
- 1756-L81EP
- 1756-L83EP
- 1756-L85EP

CompactLogix Process Controller

- 5069-L320ERP
- 5069-L340ERP

To determine which version of Firmware your ControlLogix or CompactLogix controller has:

- Run RSLinx Classic.
- Browse to your ControlLogix processor.
- Right mouse click on the ControlLogix processor and select "Device Properties".
- The ControlLogix processor firmware revision is shown in the "Revision" box (see images below).

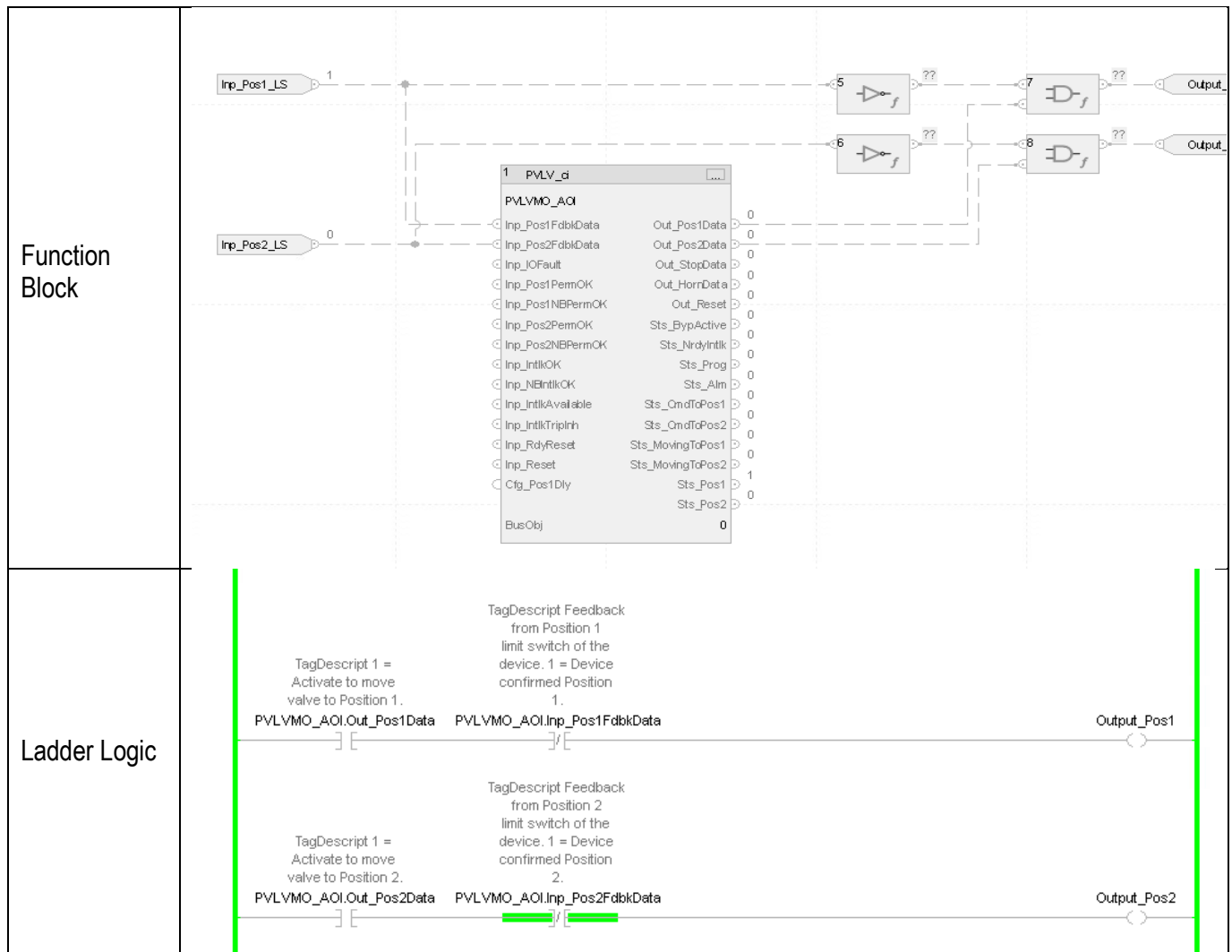


– Description –

PVLV – Incorrect operation when controller transitions from Program to Run. Output to device is incorrectly generated when the controller is transitioned from Program to Run status. Expected behavior is that the PVLV function should not produce any output when the valve is at rest in the selected position unless there is an operator or program command to do so. This anomaly can specifically cause equipment damage when applying the PVLV instruction to motorized valves.

– Temporary Workarounds –

The workaround is to apply external logic (as shown below) to disable any errant signal from the PVLV instruction being propagated to the field.



– Correction –

Correction requires updating product firmware. Rockwell Automation is working on this corrected version of firmware, expected to be V33.012, and will release it to the Rockwell Automation Product Compatibility and Download Center (PCDC) in the future. The Rockwell Automation Knowledgebase Article for this notification, ID PN1555, will be updated when corrected firmware is 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: Correction requires a customer installed firmware update that will be available from the PCDC site. Controller hardware may not be returned for update for this notification.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Customers under support contract are automatically eligible for software updates. Customers not under a support contract should contact Rockwell Automation for further instructions.
- 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 [PN1555](#). 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