

! 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 POINT Guard I/O 1734-IB8S/B, 1734-IB8SK/B Intermittent Connection Fault

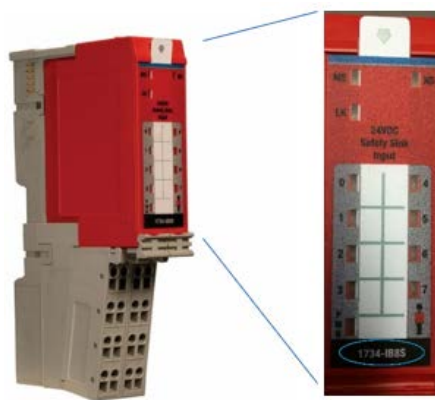
Reference: 2022-05-001

Revision: 1.0

Date: May 2022

This Product Notice informs you of a potential anomaly that exists with Allen-Bradley® POINT Guard I/O™ 1734-IB8S/B and 1734-IB8SK/B modules that may exhibit an intermittent connection fault. If the anomaly occurs, the result will be as follows:

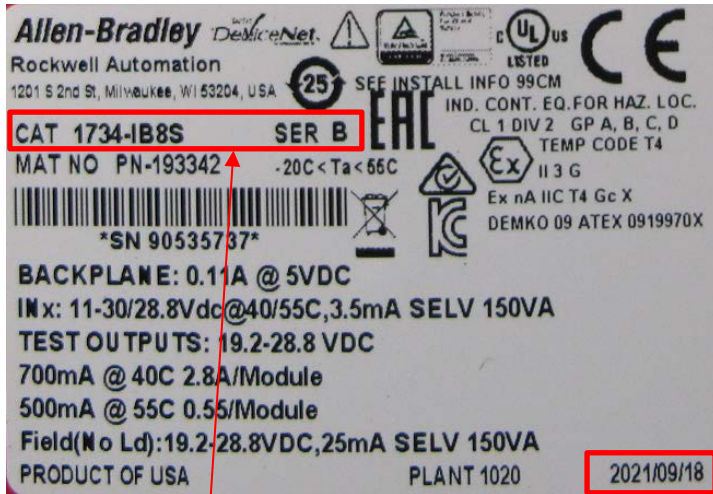
- Module fault 16#0010 mode or state of module does not allow object to perform requested service
- Module fault 16#0203 connection timed out
- Safety instruction will fault with a #0020 (The Input Status input transitioned from ON (1) to OFF (0) while the instruction was executing)



- Product Identification -

The affected products are the 1734-IB8S/B manufactured within the date range of 2020/05/01 through 2021/09/30 and the 1734-IB8SK/B manufactured within the date range of 2020/05/01 through 2021/10/29. Not all modules within the affected manufacturing date range are impacted.

Product catalog number, series and manufacture date can be found on the product nameplate and product carton label (shown below).



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 side of the product. The product catalog number and series will be found in the CAT and SER fields and the manufacture date in the field as shown.

Catalog Number and Series

Manufacture Date



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 and SER fields and the manufacture date will be in the DATE field as shown.

- Description -

A potential anomaly that exists with Allen-Bradley POINT Guard I/O 1734-IB8S/B and 1734-IB8SK/B modules that may exhibit an intermittent connection fault. If the anomaly occurs, the result will be as follows:

- Module fault 16#0010 mode or state of module does not allow object to perform requested service
- Module fault 16#0203 connection timed out
- Safety instruction will fault with a #0020 (The Input Status input transitioned from ON (1) to OFF (0) while the instruction was executing)

If a module exhibits intermittent connection anomalies, see the Knowledgebase Answer IDs below to rule out other possible causes:

- [BF12038](#) - 1734-AENT, 1734-IB8S, 1734-OB8S: Error 16#0010
Note: 1734-AENT and 1734-OB8S modules are not impacted.
- [QA15714](#) - Troubleshooting POINT Guard I/O module 16#0203 faults

If above tech notes do not resolve the connection anomalies then monitor toggling of the [Adapter Name]:[Slot Number]:I.ConnectionFaulted tag to verify the anomaly has occurred.

The module may recover on its own, with no user action required depending on how long the module's connection is out. The module may recover with a power cycle. The module may stay faulted with no recovery possible.

- Temporary Workarounds -

No workaround has been identified for this anomaly. Product within the date range and exhibiting this anomaly must be repaired or replaced as described in the Correction section of this document.

- Correction -

Correction requires warranty repair or replacement of affected product.

- Used 1734-IB8S/B product or product not in its original shipping carton should be returned for warranty repair. Contact your local Rockwell Automation Distributor, Sales Office, or other place of purchase to request warranty repair product. Make sure to reference this Product Notice PN 2022-05-001 when making your request.
- Unused 1734-IB8S/B product still within its original shipping carton may be returned for warranty replacement. Make sure to return unused product with all product seals intact to ensure replacement of product. Contact your local Rockwell Automation Distributor, Sales Office, or other place of purchase to request warranty replacement product. Make sure to reference this Product Notice PN 2022-05-001 when making your request. Note – Warranty replacement product may be available in limited quantities. When requesting warranty replacement product you may receive factory repaired product as a replacement.
- 1734-IB8SK/B conformal coated product may only be returned for warranty replacement. Contact your local Rockwell Automation Distributor, Sales Office, or other place of purchase to request warranty replacement product. Make sure to reference this Product Notice PN 2022-05-001 when making your request.

IMPORTANT – Customers should expect extended delivery times for repair or replacement product because of ongoing supply constraints stemming from components shortages and related issues while inventory levels are replenished.

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. Rockwell Automation reserves the right to fulfill replacement requests with factory repaired product. Standard product warranty is applicable for factory repaired product.

– 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 repair or replacement. Make sure to reference this Product Notice when requesting repair or replacement product.
- All returns should be overpacked 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 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 [PN1590](#). 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