



**Rockwell
Automation**

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PRODUCT SERVICE ADVISORY & TECH NOTE

PowerFlex 40: Mandatory Product Service Advisory Type-II Product Upgrade/Exchange
PowerFlex 4: Tech Note Discretionary Customer Satisfaction Action

PowerFlex 4/40 Reflash Issue

Ref: CPAG 2004-07-002

Date: July 2004

Dear: Rockwell Automation Customer

The purpose of the Product Service Advisory (PSA) and Tech Note are to advise you of an anomaly that may cause unexpected operation in PowerFlex 4 or 40 variable frequency drives. This PSA and Tech Note describe the problem, identify affected units, and outline the corrective action.

The PowerFlex 40, has been assigned a Type II Product Service Advisory.

The PowerFlex 4, this action has been assigned a Tech Note.

Problem Description

PowerFlex 40:

PowerFlex 40 RMA manufactured during the timeframe April 26, 2004 to June 4, 2004, and contains flash upgraded to the latest firmware (FRN 2.01); however the factory defaults were not reset prior to shipment to the CDC and may cause erratic operation. These drives cannot be reset to factory default due to the nature of how the PF40 flash code was implemented and therefore must be returned and exchanged.

PowerFlex 4:

PowerFlex 4 variable frequency drives manufactured from April 26, 2004 to June 4, contain flash upgrade, to the latest firmware (FRN 2.01) the factory defaults were not reset prior to shipment to the CDC and may cause erratic operations. The PF4s can be reset to factory defaults in the field to correct this problem or returned for an exchange.

Product Identification

Note: Only products with manufacturing dates between April 26, 2004 and June 4, 2004 are affected.

PowerFlex 40 affected catalog numbers include:

22B-V2P3N104	22B-B2P3N104
22B-V5P0N104	22B-B5P0N104
22B-V6P0N104	22B-B8P0N104
22B-A2P3N114	22B-B012N104
22B-A5P0N114	22B-B017N104
22B-A8P0N114	22B-B024N104
22B-A012N114	22B-B033N104
22B-A2P3N104	22B-D1P4N104
22B-A5P0N104	22B-D2P3N104
22B-A8P0N104	22B-D4P0N104
22B-A012N104	22B-D6P0N104
	22B-D010N104
	22B-D012N104
	22B-D017N104

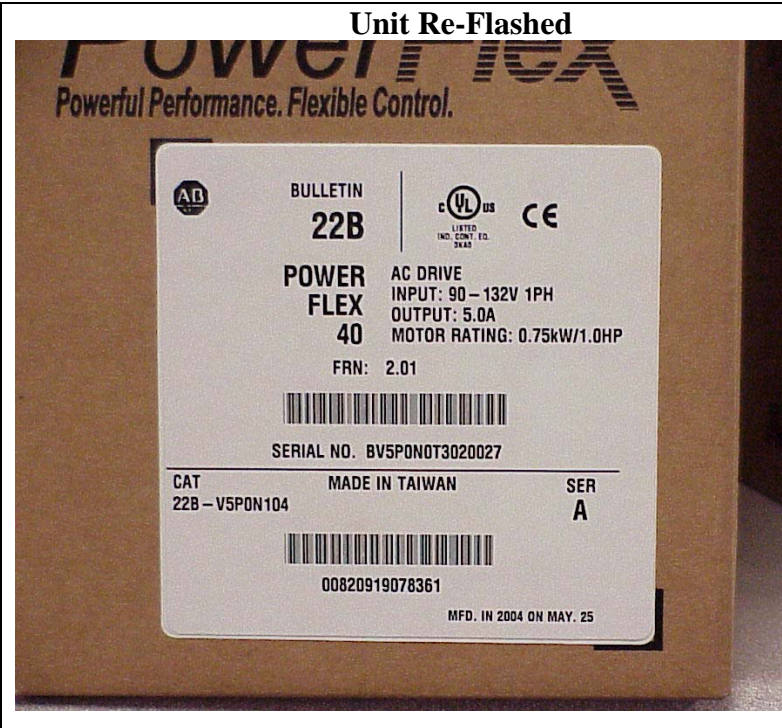
PowerFlex 4 affected catalog numbers include:

22A-V1P5N104	22A-A1P5N104
22A-V2P3N104	22A-A2P3N104
22A-V4P5N104	22A-A4P5N104
22A-V6P0N104	22A-A8P0N104
22A-A1P4N103	22A-B1P5N104
22A-A2P1N103	22A-B2P3N104
22A-A3P6N103	22A-B4P5N104
22A-A6P8N103	22A-B8P0N104
22A-A9P6N103	22A-B012N104
22A-A1P4N113	22A-B017N104
22A-A2P1N113	22A-D1P4N104
22A-A3P6N113	22A-D2P3N104
22A-A6P8N113	22A-D4P0N104
22A-A9P6N113	22A-D6P0N104
22A-A1P5N114	22A-D8P7N104
22A-A2P3N114	
22A-A4P5N114	
22A-A8P0N114	

Affected units may be identified by the carton labels displaying Firmware Revision Number 2.01 (for PowerFlex 40) and 3.05 (for PowerFlex 4) it also reflects the small

“A-B Logo” in the upper left hand corner. The attached pictures reflect a factory shipped unit versus a re-flashed unit.

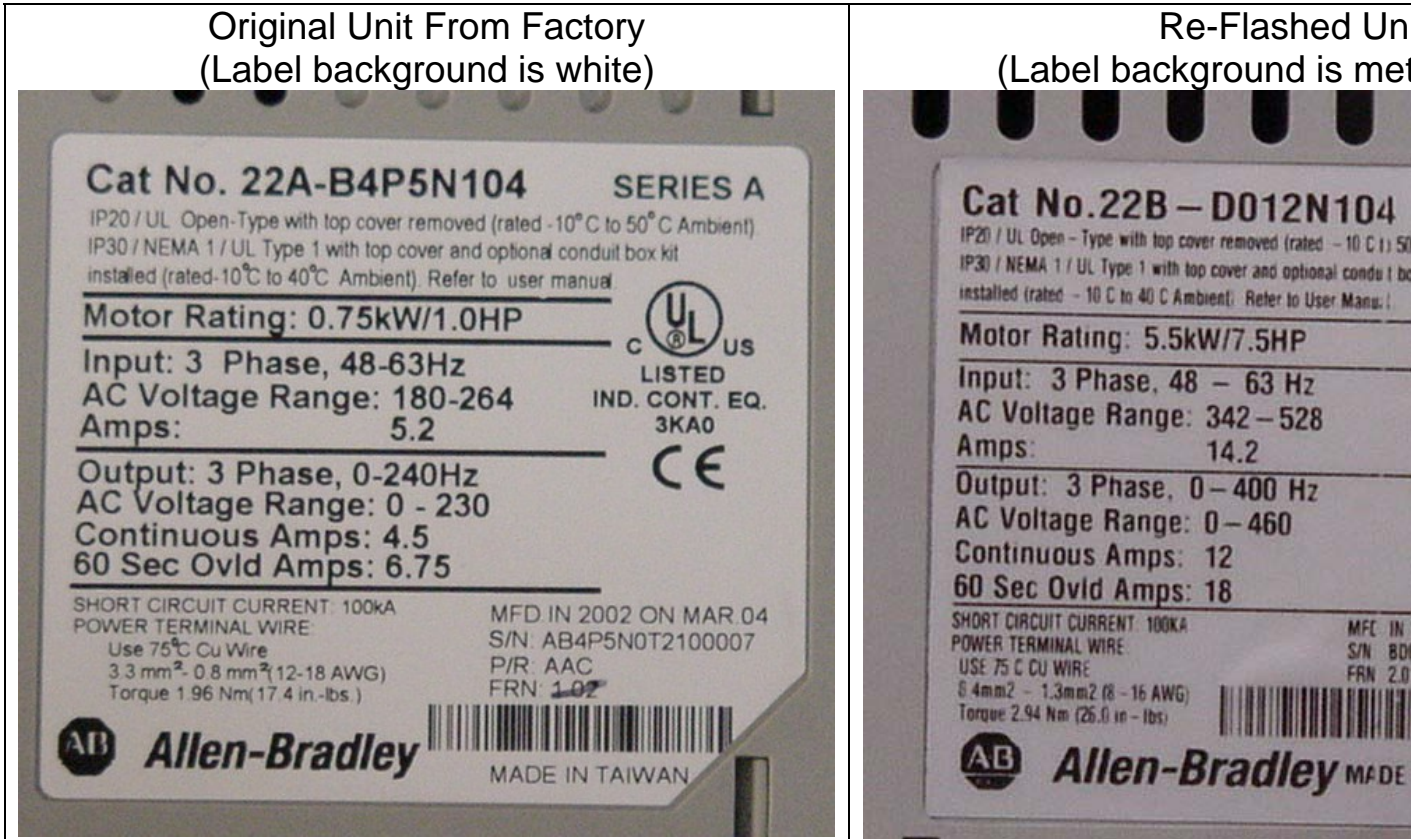
Examples of carton labels prior and after re-flash:



If affected drives were shipped to customers, the drive nameplate label will be metallic silver instead of the standard white label.

PowerFlex 40 drives, replacement will be under warranty. The affected unit must be returned via PSR referencing “PF40 Product Service Advisory”.

Examples of Product Name Plate prior and after re-flash:



Problem Correction

If you have a PowerFlex 4 or 40 units that are affected by this PSA and Tech Note, you have several options:

For PowerFlex 40:

- Identified affected units must be returned per the following directions outlined below.

For PowerFlex 4:

- If you have not already completed your parameter set-up, reset to factory parameter defaults and then, continue setting your parameters for your particular application or,
- If you have already set your parameter values, Set [P41]=1 to reset to factory default settings and then, re-program drive setting your parameters for your particular application,
- Alternatively, return the unit to the designated location for exchange

Required Customer Action

We are requesting that each notified customer perform the following functions:

- Read the PSA and Tech Note and perform the required immediate action.
- Notify their local Allen-Bradley distributor or local sales office if they have a product that is covered by this product advisory and provide a list of the Catalog Numbers, quantities and date codes of the affected products.
 - This is a Mandatory Type II Product Upgrade/Retrofit. This classification requires immediate action on your part.
- To exchange affected drives, the customer should contact their local Allen-Bradley distributor or Rockwell Automation Sales office.
- Contact Technical Support for additional information regarding this PSA and Tech Note at (262) 512-8176.

Respectfully,

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