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PRODUCT SERVICE ADVISORY & TECH NOTE

Mandatory Type II - Product Service Advisory

Drive EtherNet/IP Adapters - Maxim Issue

(20-COMM-E / 22-COMM-E / 1203-EN1)

Ref: CPAG 2004-09-002

Date: September 2004

Dear: Rockwell Automation Customer

The purpose of this Product Service Advisory (PSA) is to inform you of a potential component issue with 20-COMM-E, 22-COMM-E and 1203-EN1 EtherNet/IP adapters. This issue may cause Ethernet network communications issues ranging from occasional communication faults (typically F75 faults) to the inability to be seen by the network (adapter does not respond to Pings). This PSA describes the problem, identifies affected units, and outlines the corrective action.

Problem Description

A linear regulator on the Ethernet PCB's did not meet the specifications. As a result, Ethernet network communications issues can occur, ranging from occasional communication faults (typically F75 faults) to the inability to be seen by the network (adapter does not respond to Pings).

Product Identification

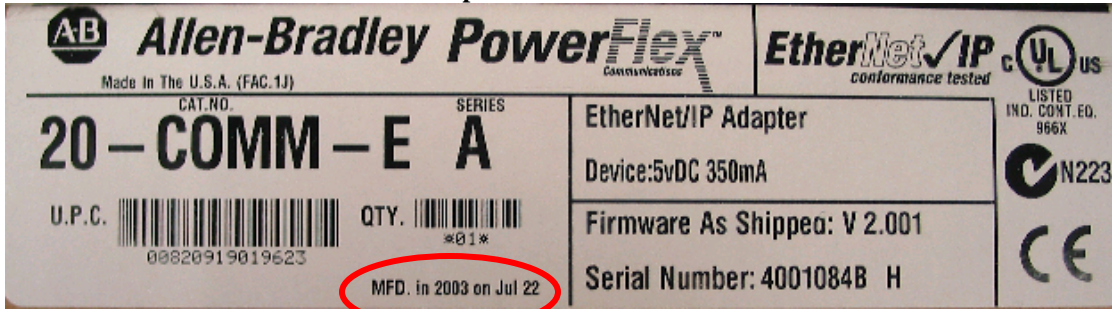
Only products with the following manufacturing dates / date codes and specific deviation sticker applied to the printed circuit board (PCB) are affected.

| Affected Products | Description | Manufacturing Date / Date Code Range | Deviation Sticker |
|-------------------|---------------------------------------|--|-------------------------|
| 20-COMM-E | PowerFlex 7-Class EtherNet/IP adapter | March 1, 2004 to July 12, 2004 | “DEV.# D000326” Present |
| 22-COMM-E | PowerFlex 4-Class EtherNet/IP adapter | “0904” (week 9, 2004) to “2704” (week 27, 2004) (March 1, 2004 to July 12, 2004) | “DEV.# D000326” Present |
| 1203-EN1 | EtherNet/IP to SCANport module | March 22, 2004 to August 12, 2004 | Not applicable |

New Product (unopened)

New product (unopened cartons) can be inspected by looking at the manufacturing date or manufacturing date code on the carton label.

Example 20-COMM-E Carton Label

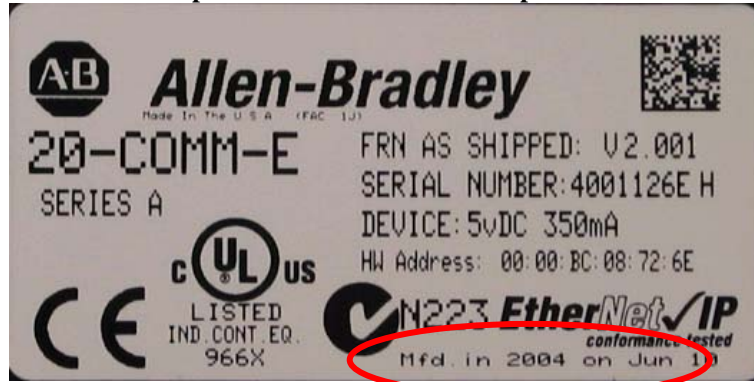


New (unopened) units with manufacturing dates or date codes within the ranges specified above are considered to be affected. Do NOT break the factory seal and open the cartons to inspect the printed circuit board for the deviation sticker. The affected units must be returned via RMA referencing the PSA# “CPAG 2004-09-002” in the “Complaint” field and leave the “Comments” field blank.

“Used” 20-COMM-E’s

“Used” 20-COMM-E adapters (no longer in factory-sealed cartons) can be inspected by looking at the manufacturing date on the data nameplate label on the adapter cover.

Example 20-COMM-E Data Nameplate Label



If the manufacturing date is between March 1, 2004 and July 12, 2004, check the PCB to the left of the RJ45 connector for a white deviation sticker. If Deviation sticker “DEV.# D000326” is present, then the adapter is considered to be affected.

Example 20-COMM-E Deviation Sticker

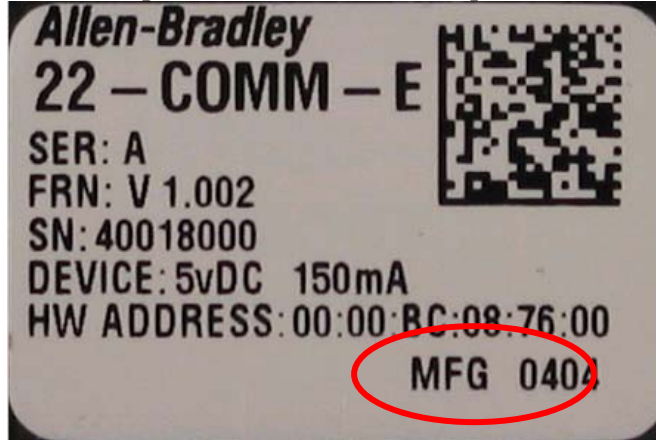


The affected units must be returned via PSR referencing the PSA# “CPAG 2004-09-002” in the “Complaint” field, leave the “Comments” field blank and replacement will be made under warranty.

“Used” 22-COMM-E’s

“Used” 22-COMM-E adapters (no longer in factory-sealed cartons) can be inspected by looking at the manufacturing date code on the data nameplate label on one of the PCB components.

Example 22-COMM-E Data Nameplate Label



If the manufacturing date code is between “0904” (week 9, 2004) and “2704” (week 27, 2004), check the backside of the PCB for a white deviation sticker. If Deviation sticker “DEV.# D000326” is present, then the adapter is considered to be affected.

Example 22-COMM-E Deviation Sticker

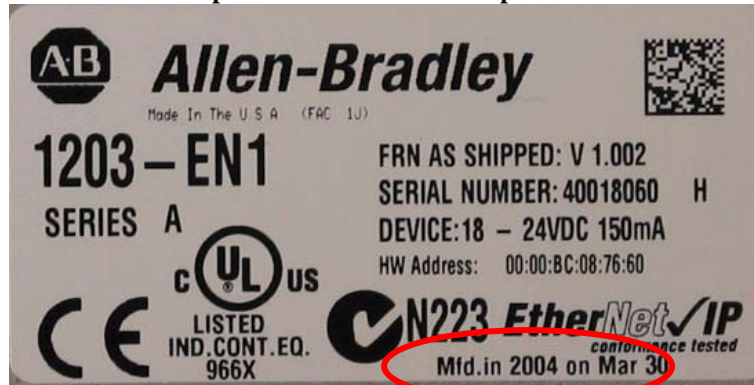


The affected units must be returned via PSR referencing the PSA# “CPAG 2004-09-002” in the “Complaint” field, leave the “Comments” field blank and replacement will be made under warranty.

“Used” 1203-EN1’s

“Used” 1203-EN1 adapters (no longer in factory-sealed cartons) can be inspected by looking at the manufacturing date on the data nameplate label on top of the unit. If the manufacturing date is between March 22, 2004 and August 12, 2004, then the adapter is considered to be affected.

Example 1203-EN1 Data Nameplate Label



The affected units must be returned via PSR referencing the PSA# “CPAG 2004-09-002” in the “Complaint” field, leave the “Comments” field blank and replacement will be made under warranty.

Problem Correction

EtherNet/IP adapters produced outside the listed manufacturing date / date code ranges or without the deviation sticker have an unaffected linear regulator. Rockwell Automation inventories have been purged of the affected date codes and the GMS Hub has received a seed stock of units for replacements.

If you have units that are affected by this PSA, the only corrective action is to return them for warranty replacement per the directions outlined below.

Requested Customer Action

We are requesting that you to take the following actions:

- Read the PSA and perform the requested immediate action.
- Notify your local Allen-Bradley distributor or local sales office if you 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 Service Advisory. This classification requires that we request immediate action.
- To exchange affected units, please contact your local Allen-Bradley distributor or Rockwell Automation Sales office.
- Contact Drives Technical Support at (262) 512-8176 if you have any questions regarding this PSA.

We appreciate your immediate cooperation in this matter. If you have any questions, please contact us.