

 **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.

**Compact GuardLogix 5370 Controller
Inaccurate Maximum Observed Network Delay Value**

Reference: 2017-05-003

Date: May 2017

This Product Notice informs you of a potential anomaly that exists with the firmware for the Compact GuardLogix® 5370 Controller. The Maximum Observed Network Delay (MOND) diagnostic value is incorrectly calculated and reported. Customers are advised not to use this value when performing system design and analysis.



– Product Identification –

Firmware for the Compact GuardLogix 5370 Controller is affected by this anomaly. Affected firmware versions are 28.011, 28.012, 29.011, 30.011, and 30.012. This firmware is used on product catalog numbers 1769-L30ERMS, 1769-L33ERMS, 1769-L36ERMS, 1769-L33ERMOS, 1769-L36ERMOS, and 1769-L37ERMOS.

Important – Product hardware is not affected by this anomaly. Hardware should not be returned on this Product Notice.

The currently installed firmware may be obtained through the use of Rockwell Automation network and programming tools. Refer to the user manual for your product for additional information.

– Description –

When the Compact GuardLogix 5370 Controller receives a safety packet, the Maximum Observed Network Delay (MOND) diagnostic value is recorded and displayed on the Safety tab of the Module Properties dialog. This value may be used to perform system design and analysis. On affected product, the MOND value is incorrectly calculated and should not be used for system design or analysis.

For more information on the MOND diagnostic refer to the Compact GuardLogix 5370 Controllers User Manual, Rockwell Automation Publication 1769-UM022B, available for download from the Rockwell Automation Literature Library.

– Temporary Workarounds –

Customers are advised not to use the MOND value reported for the Compact GuardLogix 5370 controller. Customers who require this diagnostic to complete system design and analysis are advised to use results from the use of 1768 Compact GuardLogix or 5570 GuardLogix Controller.

– Correction –

Correction requires updating the controller firmware. Rockwell Automation is currently implementing a correction and will update the Rockwell Automation Knowledgebase article for this Product Notice when available. Rockwell Automation currently estimates available of the V31 firmware during the 1st calendar quarter 2018.

If you'd like to receive an email notification when firmware correcting this anomaly is available for download, a sign up link has been made available at the end of Knowledgebase article ID 1047333.

– 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.
- Implement the actions listed in the Temporary Workarounds section until a corrective action can be implemented.

- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Notice when calling.
- Customers with TechConnect 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, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1047333](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.

Customers using the Rockwell Automation Support Center in a non-English language should search for the document by the article ID number listed above. The resulting article ID for non-English postings may be different than the listed article ID number.

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 *Visit the Technical Support Center* link. Sign in with your Tech Connect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

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 on <http://www.rockwellautomation.com/support/> by clicking *Get Support Now*, selecting your country, and clicking the *Phone/OnSite Support* tab.

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

If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.