

! 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.

**5380 CompactLogix and Compact GuardLogix
Firmware Versions 29.011 and 32.011 Major Non-Recoverable Fault**

Reference: 2019-07-001

Date: July 2019

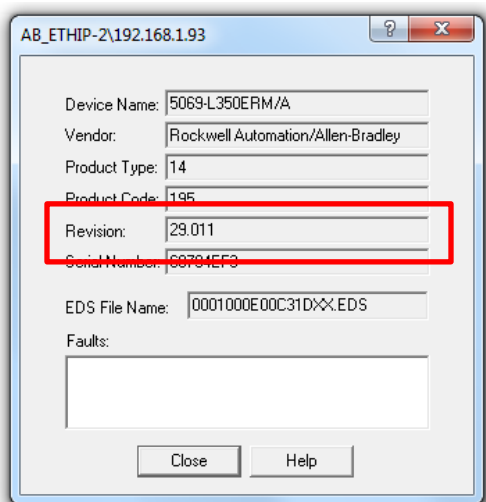
This Product Notice informs you of an anomaly that exists with firmware versions 29.011 and 32.011 used with Allen-Bradley® CompactLogix™ and Compact GuardLogix® controllers. Customers may experience a major non-recoverable fault (MNRF).



– Product Identification –

The affected firmware versions are 29.011 and 32.011 used with 5380 CompactLogix and Compact GuardLogix controllers. Specific catalog numbers for controllers are listed below.

CompactLogix	Compact GuardLogix
5069-L306ER	5069-L306ERS2
5069-L306ERM	5069-L306ERMS2
5069-L310ER	5069-L310ERS2
5069-L310ER-NSE	5069-L310ERMS2
5069-L310ERM	5069-L320ERS2
5069-L320ER	5069-L320ERMS2
5069-L320ERM	5069-L320ERS2K
5069-L320ERMK	5069-L320ERMS2K
5069-L330ER	5069-L330ERS2
5069-L330ERM	5069-L330ERMS2
5069-L330ERMK	5069-L330ERS2K
5069-L340ER	5069-L330ERMS2K
5069-L340ERM	5069-L340ERS2
5069-L350ERM	5069-L340ERMS2
5069-L350ERMK	5069-L350ERS2
5069-L380ERM	5069-L350ERMS2
5069-L3100ERM	5069-L350ERS2K
	5069-L350ERMS2K
	5069-L380ERS2
	5069-L380ERMS2
	5069-L3100ERS2
	5069-L3100ERMS2



The currently installed version of firmware can be determined using Rockwell Automation network tools, such as FactoryTalk® Linx™ or Studio 5000 Logix Designer®.

The example to the left shows the properties dialog for a 5069-L350ERM as viewed in Studio 5000 Logix Designer. The firmware version is shown in the Revision field. In this example, the firmware version is 29.011. The firmware in this module would be subject to this notification and should be upgraded as described in the Correction section of this document.

Version 29.011 firmware has been available since July 28, 2016. Version 32.011 firmware has been available since December 13, 2018.

Important – Hardware is not affected by this anomaly and may not be returned against this notification. Customers are advised to field update their controller firmware as described in the Correction section of this document.

– Description –

An anomaly that exists with firmware versions 29.011 and 32.011 used with Allen-Bradley CompactLogix and Compact GuardLogix controllers. Customers may experience a major non-recoverable fault (MNRF).

Within the controller firmware, a non-safety critical diagnostic may incorrectly indicate anomalous operation, triggering a major non-recoverable fault (MNRF), type 1, numbers 60, 61, or 62 depending on hardware configuration. The fault can be recovered by power cycling the controller and re-downloading the controller program. However, the controller may continue to experience the false diagnostic.

– Temporary Workarounds –

No workaround has been identified. Customers are advised to follow the actions in the Correction section that follows.

– Correction –

Correction requires installation of a non-affected version of controller firmware. Only firmware versions 29.011 and 32.011 are affected with this anomaly.

- Customers using version 29.011 firmware are advised to upgrade to a later non-affected version of firmware, v30 or later. Version 29.011 customers may also downgrade to a version 28 release if their controller hardware supports prior versions.
- Customers using version 32.011 are advised to upgrade to version 32.012 or later. Version 32.012 is scheduled for release by end of July 2019. Version 32.011 customers may also downgrade to a prior version pending the release of 32.012.

Firmware may be downloaded and installed from the Rockwell Automation Product Compatibility and Download Center (PCDC). Access the PCDC at <https://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx?crumb=112>. In the Search field, enter the catalog number of your controller. Select the correct catalog number and then select the firmware version to be downloaded. Click the Downloads button and then click the Select Files box. Follow the directions to download and install the corrected version of firmware.

Rockwell Automation will provide updated firmware as described in this document for a period of no less than 18 months from the initial publication of this Product Notice.

– 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.
- Following the instructions in the Correction section of this document, download and install corrected versions of firmware for your CompactLogix and Compact GuardLogix controllers.
- 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 PN 2019-07-001 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, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1088718](#). 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>. Mouse over *Support* and select *Find Local Support*, 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