

SUBJECT – ISSUE WITH ROCKWELL L7X PROCESSOR

PRODUCT IDENTIFICATION

This service bulletin is to inform you of a potential anomaly with the L7x ControlLogix processor family. Any application using the following L7x ControlLogix Processor Catalog Numbers (when used with firmware revisions 18.11, 18.12, 19.11 or 19.52) is concerned:

- 1756-L72
- 1756-L73
- 1756-L74
- 1756-L75

DESCRIPTION OF PROBLEM

Internal calculations made by the ControlLogix L7x processor may result in unexpected values being generated, including some instructions generating incorrect results or unintended movement of motion axes in motion applications. This anomaly may affect both motion and non-motion applications. While this anomaly is not a common occurrence, the possibility of unexpected calculated values or incorrect axis positions does exist.

Temporary Workarounds

No workaround has been indentified. Customers must upgrade their ControlLogix firmware as described in the Correction segment of this bulletin.

For questions regarding this service bulletin, call Webb Customer Service at 877-JBWEBB1 (877-529-3221).

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CORRECTION

Rockwell Automation will release updated firmware correcting this anomaly on or after May 23, 2011.

Customers must upgrade their ControlLogix L7x processor to

- firmware version 19.13 or later for non-redundancy and/or motion applications
- firmware version 19.53 for redundancy applications.

Customers currently using firmware version 18 with the ControlLogix L7x processor must upgrade to version 19.

When available, firmware may be downloaded from the [Rockwell Automation Firmware Upgrade](#) site and installed using standard installation procedures.

USER ACTION

Rockwell Automation has requested that the user take the following action:

- When available, upgrade your ControlLogix L7x processor to firmware revision 19.13 for redundancy and/or motion applications and version 19.53 or later for redundancy applications.
- If you need assistance, please contact Rockwell Automation technical Support. A list of local telephone numbers follows. Reference Rockwell Product Safety Advisory 2011-04-005 when calling.

Consult the Rockwell advisory at <http://www.rockwellautomation.com/knowledgebase>; refer to ID number 186811.

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