



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.

Firmware Update Required for Trusted T8111C

Reference: 2018-09-001

Date: September 2018

This Product Notice informs you that a firmware update is required for Trusted® T8111C Conformal Coated TMR Processor Modules shipped with firmware version O10. Customers are advised to update to version O11 or later.



– Product Identification –

The affected product is firmware version O10 as shipped with the Trusted T8111C Conformal Coated TMR Processor Module. Affected product was shipped starting in July 2018 and may be identified by the hardware and software issue information printed on the product nameplate.

Important – T8111C product hardware is not affected by this notification.



For opened product, the product identification information can be found on the product nameplate. The catalog number will be in the upper right corner and the firmware number will be the combination of the H/W Issue and the S/W Issue information.

In the example shown the left, the catalog number is T8111C and the firmware version is the combination of the H/W Issue N and the S/W Issue 9, or N9. While N9 is also affected, it was not delivered to customers and is shown here as an example only.



For unopened product, the product identification information can be found on the product carton label. The catalog number will be in the CAT field and the firmware version will be in the VER field.

In the example shown to the left, the catalog number is T8111C and the firmware version is N9. While N9 is also affected, it was not delivered to customers and is shown here as an example only.

– Description –

A change is required to firmware release O10 for the Trusted T8111C processor. After further review with TUV, it has been determined with firmware release O10 that the threshold for residual bit error rate (RBER) detection must be changed. The RBER detection threshold has been addressed in firmware release O11.

Important – T8111C product hardware is not affected by this notification.

– Temporary Workarounds –

No workaround has been identified. Follow the actions in the Correction section that follows.

– Correction –

Correction requires upgrading product firmware to version O11 or later. Rockwell Automation expects to receive TUV certification for firmware release O11 by the end of September 2018 and will post the updated firmware to the Rockwell Automation Product Compatibility and Download Center (PCDC) at that time. The Rockwell Automation Knowledgebase Article ID [1075973](#) for this Product Notice will be updated when firmware has been released to the PCDC.

Firmware can be field upgraded. If you are unable to upgrade your product firmware or require additional assistance, contact Rockwell Automation Technical Support or your system provider and reference this Product Notice PN 2018-09-001.

– 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.
- Rockwell Automation will ensure firmware correcting this anomaly is available for download for a minimum of 18 months from the initial publication of this Product Notice.
- Continue to check incoming shipments for potentially affected product. Product in transit or in non-Rockwell Automation inventory may continue to contain potentially affected product for a period of time after the publication of this document.
- If you need additional assistance, please contact your system provider or Rockwell Automation Technical Support. See Appendix A for local Rockwell Automation Technical Support telephone numbers. Customers without TechConnectSM support contracts should reference this Product Notice PN 2018-09-001 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 [1075973](#). 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 *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.

Trademarks not belonging to Rockwell Automation are property of their respective companies.

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