



ROCKWELL L7X PROCESSOR PROBLEM

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). Copies of this bulletin are available at <http://www.jervisbwebb.com/customerservice/technical-publications.aspx>

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General Service Bulletin

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JERVIS B. WEBB COMPANY
WORLDWIDE MATERIAL HANDLING SOLUTIONS
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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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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/> under Phone Support / Email Support (located on the left edge of your screen).

Region / Country	Phone Number () International Code
Asia/Pacific	
Australia	1 800 809 929
China	(86 21) 6128 8888
Hong Kong	800 96 5575
India	(91) 1 800 3000 7635
Japan	03 3226 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	0080 333 332
Thailand	001 800 611 2757
Caribbean	
All Countries	(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	(52) 55 5246 2010
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) 02104 960 664
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) 02104 960 664
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) 297 543543
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.