



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.

Mounting Levers for PanelView Plus 7 Performance and PanelView 5500 May Break During Installation

Reference: 2017-12-001

Date: December 2017

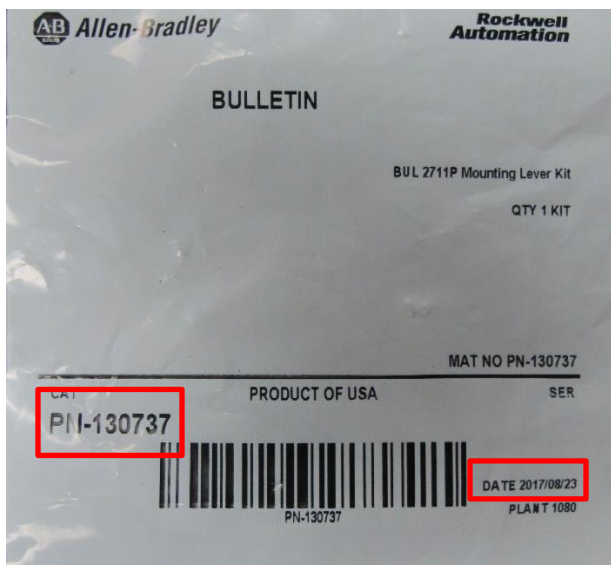
This Product Notice informs you of a potential anomaly that exists with the mounting hardware for PanelView™ Plus 7 Performance and PanelView 5500 Graphic Terminals. During proper installation, the mounting levers may break.



– Product Identification –

The affected products are the mounting levers used on PanelView Plus 7 Performance and PanelView 5500 Graphics Terminals, kit part number PN-130737. Affected mounting lever material will show a manufacturing date on the packaging bag of August 2017 (date code 2017/08/01) through the end of September 2017 (date code 2017/09/30). This material may have been used in final product with a manufacturing date of August 1, 2017 (date code 2017/08/01) through November 7, 2017 (date code 2017/11/07).

Important – Only the mounting levers supplied with each PanelView product are affected by this anomaly. PanelView product itself is not to be returned against this Product Notice. Refer to the Correction section of this document for information on obtaining replacement mounting levers.



Each affected PanelView product will contain within its shipping carton one or more Bulletin 2711P Mounting Lever kits, with each kit containing 4 mounting levers. Kits contained within PanelView product may be identified by the part number PN-130737, shown in the CAT field on the packaging plastic bag. The date of manufacture will be in the DATE field and is of the format YYYY/MM/DD where YYYY is the year, MM is the month code, and DD is the day of the month.

In the example shown to the left, the kit part number is PN-130737 and the date code is 2017/08/23, or August 23, 2017. This kit is within the affected date code range and would be subject to this notification.

Affected mounting levers may also have been obtained through the purchase of accessory kit 2711P-RMCP, which contains four PN-130737 kit bags of four mounting levers each.

Refer to Appendix B for a complete listing of potentially affected PanelView Plus 7 Performance and PanelView 5500 graphic terminals. Be sure to check the manufacturing date code of the mounting lever kits included with each PanelView product to determine if you are affected by this anomaly. Due to production material handling, it is possible that both affected and non-affected material were shipped with an individual PanelView terminal. Only material within the identified date code range is affected by this anomaly and subject to this notification.

– Description –

A potential anomaly exists with the mounting hardware for PanelView Plus 7 Performance and PanelView 5500 Graphic Terminals. During proper installation, the mounting levers may break. The PanelView terminal is not affected by this anomaly and does not sustain damage due to a broken mounting lever.

Important – Make sure to follow the installation procedure documented in the PanelView Terminal User Manuals. Failure to follow proper procedures may result in breakage of non-affected mounting levers. This notification is specific to levers that break during proper installation. User manuals may be downloaded from the Rockwell Automation Literature Library at <https://www.rockwellautomation.com/global/literature-library/overview.page>.

- For PanelView Plus 7 Performance, refer to the PanelView Plus 7 Performance Terminals User Manual, Rockwell Automation Publication 2711P-UM008.
- For PanelView 5500 terminals, refer to the PanelView 5500 Terminals User Manual, Rockwell Automation Publication 2715-UM001.

– Temporary Workarounds –

No workaround has been identified.

– Correction –

Correction requires replacement of the affected mounting levers. Customers with affected material should contact their local Rockwell Automation Distributor or Rockwell Automation Sales Office, or other place of purchase, and request accessory kit 2711P-RMCP. This kit contains four bags containing four mounting levers each, for a total of 16 individual mounting levers. The number of accessory kits required depends on the total number of mounting levers used by your products. Refer to Appendix B of this notification letter for information on the number of levers required for each graphic terminal type.

Rockwell Automation asks that you only request the number of accessory kits to replace the sum total of clips required by your affected PanelView products. Make sure to reference this Product Notice PN 2017-12-001 when requesting replacement material.

Important – Only the mounting levers supplied with each PanelView product are affected by this anomaly and subject to replacement. PanelView product itself is not to be returned against 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.
- If applicable, contact your local Rockwell Automation Distributor or Sales Office, or other place of purchase, for replacement. Make sure to reference this Product Notice PN 2017-12-001 when requesting replacement product. Rockwell Automation will accept requests replacement product for a period 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 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 [1070836](#). 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.

Appendix B PanelView Product Mounting Lever Requirements

These tables show the number of individual levers required for each PanelView terminal type. Each 2711P-RMCP accessory kit contains four bags of four mounting levers each, for a total of 16 individual levers. Rockwell Automation asks that you only request the number of accessory kits to cover the full replacement needs of your terminal inventory. For example, if you are requesting replacement mounting levers for four 2711P-T7C22D9P terminals, requiring a sum total of 24 mounting levers, you should request two 2711P-RMCP accessory kits.

PanelView Plus 7 Performance			
Catalog Number	Mounting Levers Required	Catalog Number	Mounting Levers Required
2711P-T7C22D9P	6	2711P-T7C22D9P-B	6
2711P-T7C22A9P	6	2711P-T7C22A9P-B	6
2711P-B7C22D9P	8	2711P-B7C22D9P-B	8
2711P-B7C22A9P	8	2711P-B7C22A9P-B	8
2711P-T9W22D9P	8	2711P-T9W22D9P-B	8
2711P-T9W22A9P	8	2711P-T9W22A9P-B	8
2711P-T10C22D9P	8	2711P-T10C22D9P-B	8
2711P-T10C22A9P	8	2711P-T10C22A9P-B	8
2711P-B10C22D9P	10	2711P-B10C22D9P-B	10
2711P-B10C22A9P	10	2711P-B10C22A9P-B	10
2711P-T12W22D9P	10	2711P-T12W22D9P-B	10
2711P-T12W22A9P	10	2711P-T12W22A9P-B	10
2711P-T15C22D9P	12	2711P-T15C22D9P-B	12
2711P-T15C22A9P	12	2711P-T15C22A9P-B	12
2711P-B15C22D9P	14	2711P-B15C22D9P-B	14
2711P-B15C22A9P	14	2711P-B15C22A9P-B	14
2711P-T19C22D9P	16	2711P-T19C22D9P-B	16
2711P-T19C22A9P	16	2711P-T19C22A9P-B	16

PanelView 5500			
Catalog Number	Mounting Levers Required	Catalog Number	Mounting Levers Required
2715-T7CD	6	2715-T7CD-B	6
2715-T7CA	6	2715-T7CA-B	6
2715-B7CD	8	2715-B7CD-B	8
2715-B7CA	8	2715-B7CA-B	8
2715-T9WD	8	2715-T9WD-B	8
2715-T9WA	8	2715-T9WA-B	8
2715-T10CD	8	2715-T10CD-B	8
2715-T10CA	8	2715-T10CA-B	8
2715-B10CD	10	2715-B10CD-B	10
2715-B10CA	10	2715-B10CA-B	10
2715-T12WD	10	2715-T12WD-B	10
2715-T12WA	10	2715-T12WA-B	10
2715-T19CD	16	2715-T19CD-B	14

PanelView 5500			
Catalog Number	Mounting Levers Required	Catalog Number	Mounting Levers Required
2715-T19CA	16	2715-T15CA-B	14
2715-T15CD	12	2715-B15CD-B	12
2715-T15CA	12	2715-B15CA-B	12
2715-B15CD	14	2715-T19CD-B	16
2715-B15CA	14	2715-T19CA-B	16