

Technical Information	Date: 17.08.2017 Official: Haug Department: ST-FIR/MKP1
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Tech. Information No.	2132 / 2017
Subject:	FLM-420-I8R1-S (CAR 170366)

Short Description:	At higher operating temperatures the relay of FLM-420-I8R1-S modules which have been delivered in 06/2017 or 07/2017 might not switch as expected. In that case a trouble message will occur at the panel display. For identification of the affected products, please find the attached list with serial numbers. Affected is only the relay functionality, all other functions e.g. input function are working as expected.
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Hardware <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Device	<input type="checkbox"/> Module	<input type="checkbox"/> PCBA
Software <input type="checkbox"/>	<input type="checkbox"/> Application	<input type="checkbox"/> Driver / Extension	<input type="checkbox"/> Firmware

Affected Products (details)	CTN	SAP no.
Octo-input interface module with relay	FLM-420-I8R1-S	F.01U.033.251

Period of delivery ex-Warehouse	from: 06/2017	to: 07/2017
Affected serial numbers	from: see attached list	to: see attached list

Priority Level	Criterion
I <input type="checkbox"/>	The change has to be made immediately (see dates below)
II <input checked="" type="checkbox"/>	The change has to be made during the next inspection.
III <input type="checkbox"/>	Change has to be made, if the error pattern recurs and with new installations.
None <input type="checkbox"/>	General Information (like new tool, new feature, new SW release)

Action Plan	
<input checked="" type="checkbox"/>	Inform customers
<input checked="" type="checkbox"/>	Arrange replacement of stock (CSO)
<input checked="" type="checkbox"/>	Arrange replacement of stock (customer)
<input checked="" type="checkbox"/>	Arrange replacement of installed products
<input checked="" type="checkbox"/>	See detailed actions on following pages

Start Date	17.08.2017	Completion Date	n.a.
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Error(s) and Effect(s)
At higher operating temperatures the relay of the mentioned products might not trigger connected products and a trouble message will occur at the panel display.
Cause
The supplier delivered relays, which are out of specification.
Action(s)
<p>1. Actions to keep deliverability: Current products on stock are fully tested. The tested units are available for sales or exchange. 100% test in production plant is implemented.</p> <p>2. Actions to resolve root cause: Risk assessment and root cause analysis with supplier is ongoing.</p> <p>3. Replacement of already delivered products: <u>For products which are already installed:</u> The replacement has to be made during the next inspection. The affected products can be identified by serial number, see attached xls-file. Please find the attached description for the details. If the product is affected, please exchange it via RMA process (standard after sales process). RMA-file is attached.</p> <p><u>For products which are still in CSO or customer stock:</u> 2 replacement processes have been installed.</p> <ol style="list-style-type: none"> 1. Customers which have received bigger quantities (see attached xls-file) will be handled by CDC Tilburg. 2. Customers which have received smaller quantities (see attached xls-file) will be handled by standard after sales service procedure (RMA process).
Notes
As soon as possible, please inform the customers, mentioned in the xls-file. Please advise them to follow the respective exchange process. The process is described in the chapter "Action(s), 3. Replacement of already delivered products:".
Attachment(s)
20170816_Information_IF-Modules_sh.pptx: Description to identify the affected products 20170816_CAR170366_Customer-Deliveries_sh.xlsx: List of customers which have been delivered 20170725_Affected-Production-Lot-Numbers_IF-Modules.xlsx: List with affected production lot numbers 20170816_RMA-I8R1_all-countries_sh.doc: RMA form to be filled for standard ASA process

BU Manager	Thomas Knauel	Clerk in Charge:	Stefan Haug, Bernd Harbers
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Distribution

Distribution BU FIR	<input checked="" type="checkbox"/> Schlüter Eckhard (ST-FIR/QMM), Ladwig Uwe (ST-FIR/PG, Knauel Thomas (ST-FIR/MKP ST-FIR/MKT), Wendlik Verena (ST-FIR/COR), Haug Christopher (ST-FIR/ENG), Majer Claudia (ST-FIR/QMM), Windisch Tjark (ST-FIR/ENG4), Marier Ronald (ST-FIR/MKP3, Heckl Michael (ST-FIR/MKP3), Harbers Bernd (ST-FIR/MKP1.2) <input checked="" type="checkbox"/> Arabacioglu Kerem (ST-FIR/MKR-EU), Angstenberger Josef (ST-FIR/MKR-EU) <input checked="" type="checkbox"/> Ong Kah Seong (ST-FIR/MKR-AP), Leonard Hew (ST-FIR/MKR-AP), Quek Daniel (ST-CO/MKR2-AP) <input checked="" type="checkbox"/> Paredes Ivan (ST/MKR-LA), Render Chelsea (ST/SRM-NA) <input type="checkbox"/>
Distribution BU ESS	<input checked="" type="checkbox"/> Markus Brack (ST-ESS/MKP2.3), Huse Istvan (ST/PRM2-EU)
Other parties affected	<input checked="" type="checkbox"/> Schrimpf Felix (ST-ASA/PRM) <input checked="" type="checkbox"/> Proyer Konrad (ST-ASA/SRA-EU), Pinto Erik (ST-ASA/SRA-LA) Wilson Jim (ST-ASA/SRA-NA), Tan Woo Khiang (ST-ASA/SRA-AP) <input checked="" type="checkbox"/> Hemke Tobias (ST-ASA/STS3-EU); Gill Manjit (ST-ASA/STS-UK) <input checked="" type="checkbox"/> Schwichtenberg Heiko (ST-IE/PRM2)