

**Date:** September 11, 2013

**To:** Schneider Electric Distributors  
Users of Schneider Electric, Automation Quantum Hot Standby systems

**From:** Stephen L. Arnold, US PAC Product Management

**SUBJECT:** PRB-75850 Automation Hot standby systems, Modicon™ Quantum™ PAC(Programmable Automation Controller) range

**PRODUCT SAFETY NOTICE**  
WARNING OF POTENTIAL UNSAFE CONDITION

**DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION**

An Product Safety Alert is now in progress regarding a manufacturing nonconformance involving the Modicon Quantum PAC Hot standby systems with Firmware V3.12 manufactured between May to July 2013. This nonconformance, in specific cases, involves an unintended switch over from Primary CPU to Secondary CPU which can generate an unexpected behavior of the application if the "online" option is chosen for "Standby On Logic Mismatch" in Unity™ Pro Software tool.

This unexpected behavior may cause a potential for **Serious Injury, Death or Equipment Damage** if safety precautions to secure production are not applied where Hot Standby systems are used.

**Products impacted:**

- References: 140CPU67060, 140CPU67160, 140CPU67260, 140CPU67261, 140CPU67060C, 140CPU67160C, 140CPU67260C, 140CPU67261C
- With Firmware V3.12 (manufactured from May to July 2013 or with version 3.12 downloaded during same period from [www.schneider-electric.com](http://www.schneider-electric.com) web site)

According to our records, you may have one of the affected products covered by this Product Safety Notice (See purchase details pg 2).

The purpose of this letter is to inform you about this issue and about the availability of a new firmware version V3.13 which fixes the issue and to request that you immediately follow the instructions outlined below. It is critical that all affected products be identified and updated with new firmware as soon as possible. These corrective actions have already been implemented in our manufacturing plants and distribution centers.

**RECOMMENDED ACTION**

By referencing Exhibit 1, please identify any Quantum PACs using the firmware identified as "SV: 3.12" on the packaging label or on the product itself. If you have the affected product, please follow one of these 2 options:

1. Please update the firmware of your CPU, by following Exhibit 2 instructions and downloading V3.13 from "Schneider-electric.com" web site. Please capture the CPU serial number(s).
  - Then confirm this action by filling out the attached acknowledgement/ confirmation form (Exhibit 3) and returning it back to us by USPS mail, fax or email.
  - Please note, That filling out Exhibit 3 and returning it to us removes you from future notices about this topic:

or
2. Or contact our Schneider Electric customer care team for instructions on returning and exchanging the affected product. Please reference to PRB-75850 and you will receive updated product in exchange.
  - 888-778-2733 (Option 2 Claims Team for return / credit) or email : [ccc@schneider-electric.com](mailto:ccc@schneider-electric.com)

If you have sold suspect product to customers, we ask you to inform your customers in the next 10 days of this Product Safety Notice and how they can update their Quantum PAC with SV: 3.12. To effectively inform your customers, please send them this notice or you can provide Schneider Electric with a list of your customers (using Exhibit 3 form) and we will inform them for you.

We regret any inconvenience caused by this matter as Schneider-Electric considers our customer's product safety and reliability its first priority.

Sincerely,



Stephen L. Arnold  
 US PAC Product Manager  
 Schneider Electric North America

- Enclosures: Exhibit 1: Product Identification  
 Exhibit 2: Firmware Download Instructions  
 Exhibit 3: Customer/ Distributor Acknowledgement Form  
 Exhibit 4: Customer/ Distributor Product Return Information Form

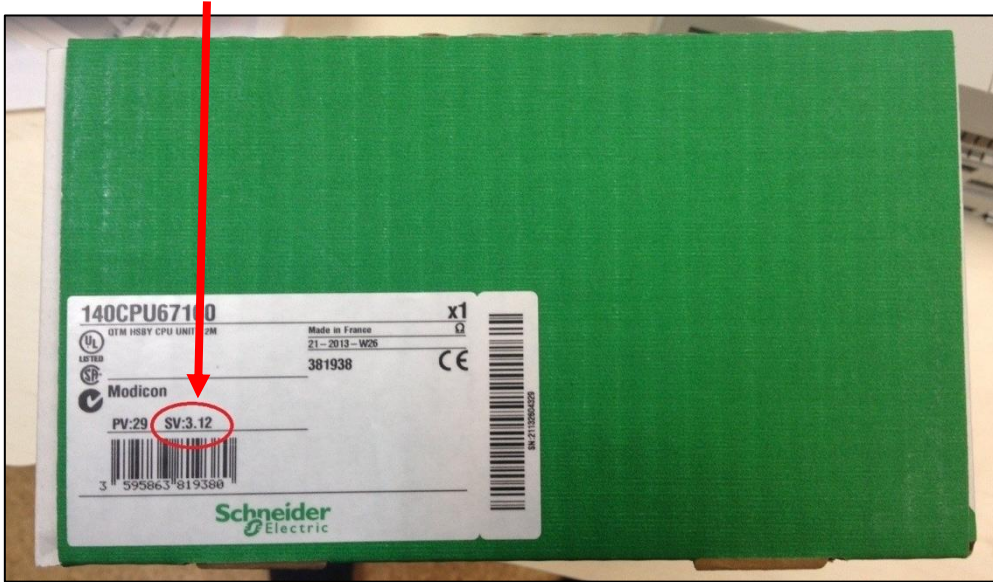
Your purchase details are included below.

Account No.	Q2C Number	Catalog Number	Quantity Shipped	Customer Purchase Order No.	Ship Date

## Exhibit 1 – Product Identification

The firmware version can be found on the outside package as shown in the photo below

EXAMPLE: 140CPU67160- SV: 3.12



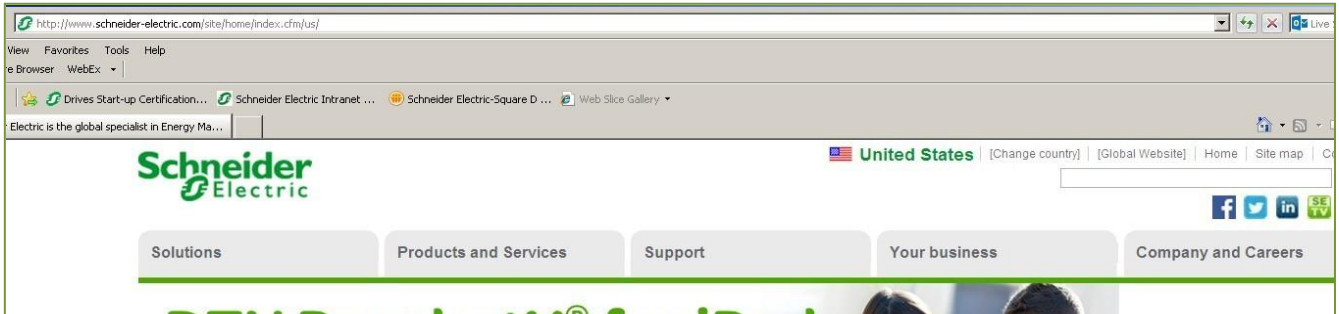
The firmware version can be found on the product, as shown in the photo below

EXAMPLE: 140CPU67160- SV: 3.12



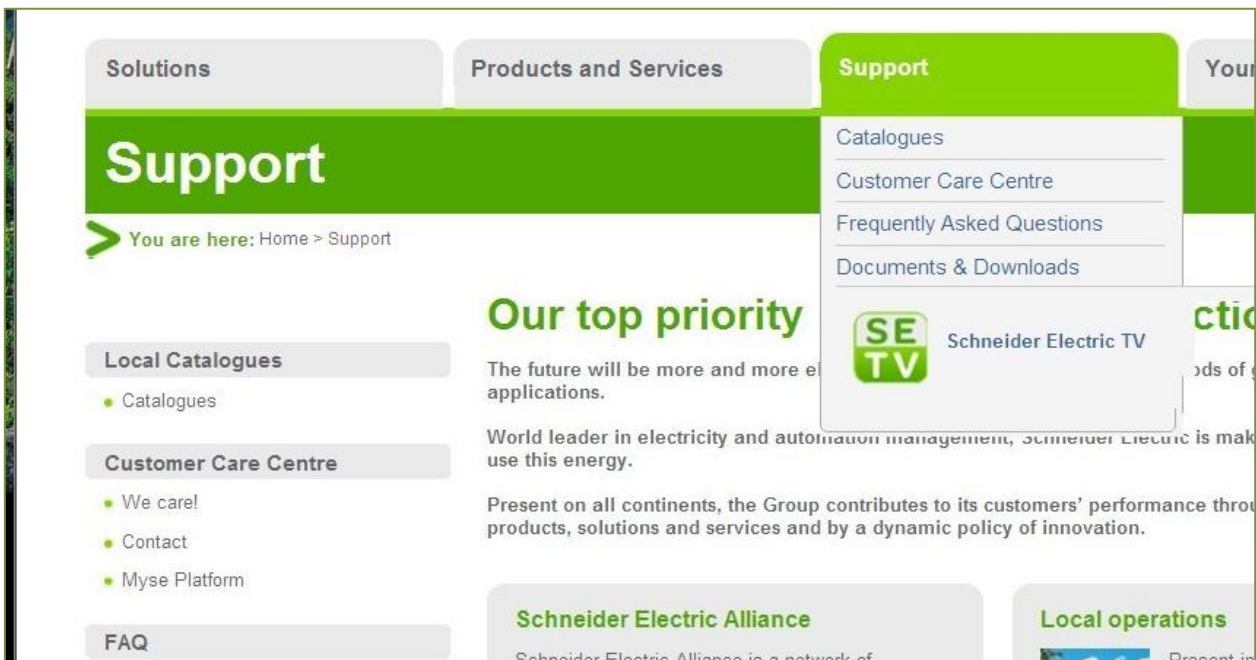
## Exhibit 2

Firmware Download (V3.13) Instructions from web site.



1. Go to [www.schneider-electric.com](http://www.schneider-electric.com)
2. Under “Support”, Choose “Documents & Downloads”
3. Under “Documents & Downloads”, Choose “Software/ Firmware”
4. Next, Choose “Firmware-Updates” sub-item ( right side menu)
5. Choose “Operating System V3.13 for Quantum 140CPU67x6x CPU” to access all documents and binary files to download.
6. Proceed with download

## 2. Under “Support”, Choose “Documents & Downloads”



3. Under “Documents & Downloads”, Choose “Software/ Firmware”

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5. Choose “Operating System V3.13 for Quantum 140CPU67x6x CPU” to access all documents and binary files to download

Title	Reference	Date	Size	
BMXNOC0401 Exec V2.03	BMXNOC0401 Exec	13-ago-2013	11.7 MB	
Operating System V3.13 for Quantum 140CPU67x6xCPU	140CPU67x6x_V313	02-ago-2013	10 MB	
Ethernet Exec Spreadsheet - updated July 2013	Ethernet Exec Spreadsheet - July 2013	31-jul-2013	76.2 KB	
TSXWMY100 Factory/Cast HMI Exec v1.8	TSXWMY100 Factory/Cast HMI Exec v1.8	24-jul-2013	16.6 MB	

## 6. Proceed with download

Solutions

Products and Services

Support

Your business

> You are here: Home > Support > Documents & Downloads > Software/Firmware > Operating System V3.13 for Quantum 140CPU67x6xCPU



Return to  
Software/Firmware

### Operating System V3.13 for Quantum 140CPU67x6xCPU

**Document Reference:** 140CPU67x6x\_V313

**Document Type:** Firmware - Updates

**Document Languages:** English

**Document Date:** 02-Aug-2013

**Version:** 1.0

**Product Ranges:** Modicon Quantum

**Description:** Please refer to Firmware history & Quantum\_Upgrade\_Procedur

#### Download File(s)

Title ↕	Size	
<a href="#">140CPU67060.bin</a>	2 MB	
<a href="#">140CPU67160.bin</a>	2 MB	
<a href="#">140CPU67260.bin</a>	2 MB	
<a href="#">140CPU67261.bin</a>	2 MB	
<a href="#">EIO0000000764_01--Quantum_67x6x_firmware_history_V313.pdf</a>	55.5 KB	
<a href="#">quantum_upgrade_procedure.pdf</a>	1.9 MB	