



SERVICE BULLETIN

Title: SMM and 8-In Module Lockup

Models Affected: 19EX, 19EF, 19FA, 19XL and 23XL
with PIC Controls

Number: C9502A

Date: 02/08/95

Supersedes: C9502

Date: 01/09/95

Purpose:

During recent manufacture of the SMM module and 8 Input modules, an invalid board component was used for approximately one month. The result of this error is a possible field failure whereby the watchdog timer locks, the red LED remains on, and all outputs go to the OFF state.

File: Controls-Wiring (CMLA-SB)

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Field Action:

Although there have not been any reported failures in the field, it is our requirement that all modules within the following serial number ranges be replaced:

Part Number	Description	Serial Number Range	RCD P/N
CEAS421319-01	SMM	11940800251 - 11940800350	CESO121319-00
CEAS421319-01	SMM	11940900001 - 11940900370	CESO121319-00
CEAS420772-01	8 In/8 Out	11940900001 - 11940900250	HK50AA007
CEAS420773-01	8 Input	11940800301 - 11940800600	HK50AA006
CEAS420773-01	8 Input	11940900001 - 11940900300	HK50AA006

The Starter Management Module (SMM) is located in the starter and the 8 In modules in the control panel. The s/n can be found on the blue and white stripped sticker on the back of the module. The

affected modules were built between Aug. and Sept. 1994. Most of the modules have been reworked. The reworked modules will have a white sticker imprinted with (FN3950).

Policy:

Note: DO NOT RETURN ANY MODULES WITH SERIAL NUMBERS THAT ARE NOT AFFECTED. DO NOT RETURN ANY MODULES THAT HAVE BEEN REWORKED. ALL MODULES RECEIVED THAT ARE NOT IN THE CORRECT SEQUENCE WILL BE RETURNED TO YOU COLLECT.

The following is the return procedure for INSTALLED MODULES. This process should be used for any modules with the serial numbers referenced above that are currently installed in the field.

1. Place an order on C9 for a replacement module.
2. Upon receiving the module, swap out the defective module with the replacement module.
3. Complete the appropriate paperwork to return the defective module for full credit. (Return Material Form for BSS offices and the SCA Form for Distribution.) RCD will advise the branch of the shipping location.