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Birchington Road
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NN17 9RS

For the attention of The Quality/Engineering Manager

10th November 2010

Our Ref: A&C 439 / IQ102485

Dear Sirs,

Modicon M340 Processor units: BMXP3420102, BMXP3420302 & BMXP3420302H

Through our ongoing quality monitoring procedures we would like to draw your attention to an issue which has been reported us regarding the above products.

Modicon M340 Processor units, as listed above, with version PV2 SV2.20 are not operational if used with an application that is configured to use CANopen fieldbus. Products with Date of Manufacture (DOM) codes 1030 to 1042 are affected.

You are therefore advised to upgrade to firmware version V2.2 using Unity Loader (even if your current CPU is already firmware version V2.2)
This is available on www.schneider-electric.com web site (search under Automation Controllers - Modicon M340 – Resolutions)

We advise you to follow the procedure below to avoid any problems during the firmware update:

- Remove SD card from CPU before power on M340 CPU
- Then power on M340 CPU
- Once CPU is running, you can insert SD card in CPU slot
- Finally perform normal firmware upgrade via Unity Loader

We would like to apologise for any inconvenience this action may cause your company/customer, and we thank you in advance for your co-operation and support in this matter.

Yours faithfully,



Donna Russell
Quality Assurance Co-ordinator
Industry

Attachment
Purchased Product Information

Schneider Electric Limited
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Tel. 0870 608 8 608 Fax. 024 7641 7517
Web: <http://www.schneider.co.uk>

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