

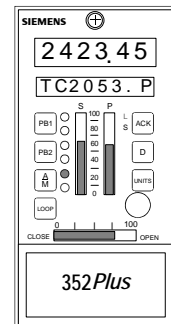
**SM352P-2**  
Rev: 1  
April 2007

## Model 352Plus™ Single-Loop Digital Controller Incorrect Current Sense Resistor

### PRODUCT INVOLVED

A Model 352P controller with an incorrect current sense resistor can be identified by the following.

- Power Input Requirement – 120/240 Vac power input; see the models below.  
Model 352P B A\_\_\_\_\_<sup>1</sup>  
Model 352P E A\_\_\_\_\_
- Shipping Date – Shipped between November 15, 2006 and December 6, 2006.
- Serial Number – See the list of controller serial numbers on page 3.
- Resistor Value – See the brief procedure later in this Service Memo.



### REASON FOR SERVICE MEMO

An incorrect current sense resistor was installed in some of the controllers identified above. There is no immediate effect on controller performance. The incorrect resistor may cause the power supply to draw additional current.

### PRIORITY

Mandatory       Recommended

### CORRECTIVE ACTION

#### Factory

All controllers in production and stock have been inspected and corrected as required.

A list of involved controllers shipped to customers has been compiled and a customer notification program initiated. As part of the program, this Service Memo has been created, distributed to potentially involved customers, and placed on the Siemens Internet site.

#### Field

Perform the following brief procedure to determine if a Model 352P at your location contains an incorrect current sense resistor.

### CAUTION

Refer to UM352P-1, the controller User's Manual, and to your plant's operating and safety procedures to operate the controller, remove the controller from service, and remove the MPU Controller board. Read and understand all Warnings and Cautions stated in labels on the product and in UM352P-1. The current revision of UM352P-1 can be downloaded from the Siemens Internet site. See Product Support for the URL.

<sup>1</sup> Underscores in model numbers are placeholders for alphanumeric characters not involved in this Service Memo.

1. Refer to Product Involved above and identify involved controllers at your location. First note the model numbers (120/240 Vac input) involved and the stated shipping dates and then, if necessary, refer to the attached serial number list. See the controller nameplate for the model number. The serial number is on the case and the MPU Controller board.
2. If a potentially involved controller is found, remove the controller from service. Place an anti-static wrist strap on your wrist and remove the MPU Controller board from the controller case. Refer to the figure below for the location of R182. Read the three character resistor value printed on R182:
  - R1F – Incorrect resistor. Go to step 3 to send the controller or MPU Controller board to Siemens for repair.
  - R5F – Correct resistor. Reassemble the controller and place it in service.
  - If the value of R182 can not be read, perform steps 3 and 4 to send the controller to Siemens for a no charge inspection and repair (as needed) of R182.

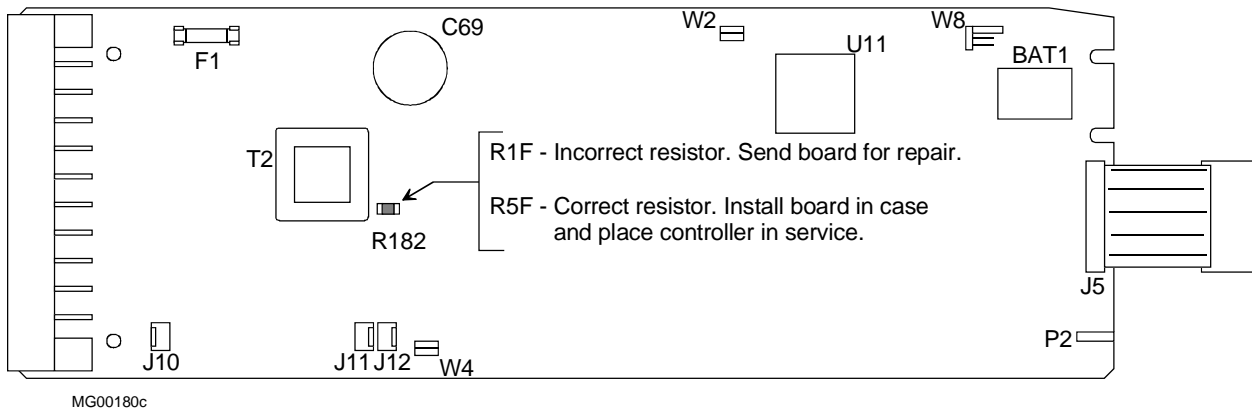
Complete and return the Siemens Service Memo Acknowledgement attached to this notice.

3. If you have a controller with R1F printed on R182 (or the value can not be read), contact Siemens [Repair Service](#) for a Return Material Authorization (RMA) number. See Product Support below. Advance replacement Controller boards are available.<sup>2</sup>
4. Send a controller or MPU Controller board with an incorrect R182 to Siemens for no a charge repair.

### IMPORTANT

Save the controller configuration before sending it or the Controller board for repair. A factory repaired controller is tested and an FCO loaded prior to shipping. The configuration in use prior to factory servicing will need to be reloaded in the returned controller or Controller board.

For technical assistance, contact Siemens Technical Support. See Product Support below.



### MPU Controller Board, Location of R182

<sup>2</sup> New or reconditioned Controller boards will be supplied at the discretion of Siemens.

## PRODUCT SUPPORT

Technical Support	
Telephone	1 800 333 7421
E-mail	<a href="mailto:techsupport.sea@siemens.com">techsupport.sea@siemens.com</a>
Hours of Operation	8 a.m. to 4:45 p.m. eastern time, Monday through Friday (except holidays)
Technical Publications in PDF	<a href="http://www2.sea.siemens.com/Products/Process-Instrumentation/Support/PI-User-Manuals.htm">http://www2.sea.siemens.com/Products/Process-Instrumentation/Support/PI-User-Manuals.htm</a> ; under Customer Support Process Instrumentation, click on Documentation & Support Links
Public Internet Site	<a href="http://www2.sea.siemens.com/Products/Process-Instrumentation/">http://www2.sea.siemens.com/Products/Process-Instrumentation/</a>
Repair Service	1 215 646 7400 extension 3187

To locate your local Siemens representative, visit <http://www2.sea.siemens.com/Products/Process-Instrumentation/Support/Customer-Support.htm>.



### Model 352P Serial Numbers, SM352P-2

01763240	01763257	01763335
01763241	01763258	01763336
01763242	01763303	01763337
01763243	01763325	01763338
01763246	01763326	01763339
01763247	01763327	01763340
01763250	01763329	01763341
01763252	01763330	01763342
01763253	01763331	01763344
01763254	01763332	01763345
01763255	01763333	
01763256	01763334	

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*Procedures in this document have been reviewed for compliance with applicable approval agency requirements and are considered sound practice. Neither Siemens Energy & Automation, Inc. nor these agencies are responsible for repairs made by the user.*



## Siemens Service Memo SM352P-2 Acknowledgement

This response form is provided by Siemens to ensure that customers potentially affected by Service Memo SM352P-2 have been notified. Please check the box below, provide the information requested, and either FAX or mail this form to Siemens.

*Acknowledgement:* I have read SM352P-2 and surveyed the Model 352P controllers at my location.

I will contact Siemens to schedule Controller board replacement.

The controllers at my location have the correct value (R5F) for resistor R182.

Name of person  
completing form:

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Title:

Date:

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Telephone:

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E-mail:

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Company name:

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Company address:

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FAX form to: 215-646-3547

Mail form to:

Siemens Energy & Automation, Inc.  
Process Instrumentation Business Unit  
P.O. Box 900  
Spring House, PA 19477-0900 U.S.A.  
MS510

Thank you for your assistance.