

**SM353R-1**  
Rev: 1  
April 2007

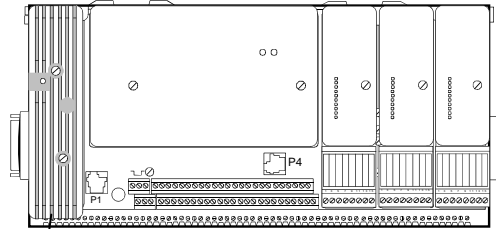
**Model 353R Rack Mount Process Automation Controllers  
Power Supply Modules May Not Meet Performance Ratings**

**PRODUCT INVOLVED**

All “Design Level B” Model 353R Power Supply Modules shipped prior to January 1, 2007 – see the table below for model numbers

**Note**

The Design Level of the controller and each module is the next to last character in the device’s model number. See the table below for examples.



Assembled Controller

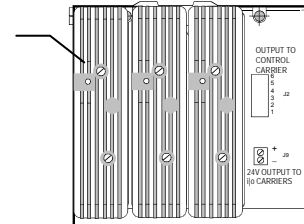
Power Supply

**REASON FOR SERVICE MEMO**

The 24 Vdc power supply output voltage may be out of tolerance under certain power supply and system operating conditions. This may affect controller performance or cause component failure.

**WARNING: Component failure may result in property damage, personal injury and/or death.**

Up to 3  
Power  
Supplies



Assembled Power Supply Carrier

**PRIORITY**

[ X ] Mandatory      [ ] Recommended

**CORRECTIVE ACTION**

**Factory**

Involved power supply models have been identified and are listed below.

“Design Level B” Power Supply	Replacement “Design Level C” Power Supply
Model TGX:353RPSUAB4	Model P/N TGX:353RPSUAC4

All “Design Level B” power supply modules in production and stock have been inspected and updated to “Design Level C.”

A customer notification program has been initiated.

**Field**

Notices sent to affected customers are accompanied by a list of involved controllers.

To replace “Design Level B” power supplies, perform the following steps.

### CAUTION

Refer to UM353R-1, the controller User’s Manual, and to your plant’s operating and safety procedures to operate the controllers, remove the controllers from service, and remove/replace the Power Supply Module(s). Read and understand all Warnings and Cautions stated on the product and in the manual. The current revision of the manual can be downloaded from the Siemens Internet site. See Product Support for the URL.

1. Locate involved 353R controllers and “Design Level B” power supply modules at your site. See the controller nameplate for the model number. The power supply nameplate is on the side of the supply adjacent to the controller cover; see the table on page 1.

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

2. Remove power from controllers.
3. Remove all “B” power supply modules from Control Carriers and Power Supply Carriers, if so equipped.
4. Contact Siemens Repair Service for a Return Material Authorization (RMA) number. See Product Support below. Advance replacement power supply modules are available.<sup>1</sup>
5. Return all “B” power supplies to Siemens. “Design Level C” power supplies<sup>1</sup> will be furnished at no charge. See the table on page 1 for model numbers.
6. Refer to UM353R-1 to install the replacement “Design Level C” power supply modules.

### IMPORTANT

All power supply modules in a 353R system, on the control carrier and on a power supply carrier, must be the same “Design Level.”

7. Apply power to the controllers and connected devices. Thoroughly test the control system.

## 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> then click the product line (e.g. Control Solutions)
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

Visit the Siemens Process Instrumentation product support page at <http://www2.sea.siemens.com/Products/Process-Instrumentation/Support/Customer-Support.htm>. Select the desired type of support (e.g. Sales, Technical). ■

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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.*

<sup>1</sup> New or reconditioned modules will be supplied at the discretion of Siemens.

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## Siemens Service Memo SM353R-1 Acknowledgement

This response form is provided by Siemens to ensure that customers potentially affected by the product performance discussed in the Service Memo 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 SM353R-1 and surveyed the Model 353R controllers at my location.

I will contact Siemens to schedule power supply module replacement.

Name of person completing form: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Company name: \_\_\_\_\_

Company address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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.

March 2007