

**PRODUCT NOTICE****Notice of Potential Product Concern**

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

Trusted® T8403C and T8431C Series C Input Modules May Experience a Slice Shut Down

Reference: 2025-08-002

Version: 1.0

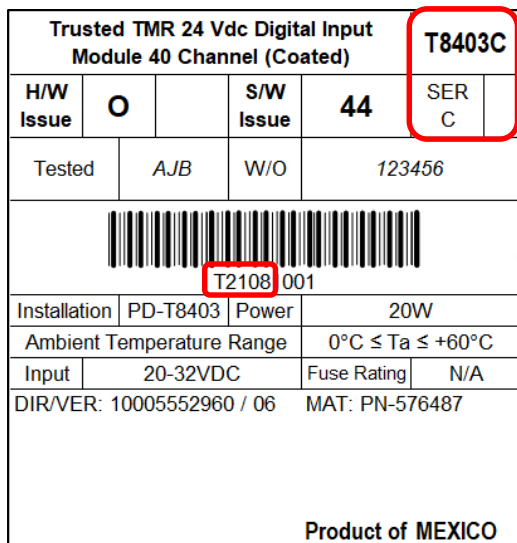
Date: August 2025

This Product Notice informs you of a potential anomaly that exists with Trusted® T8403C and T8431C Series C Input modules. Trusted T8403C and T8431C Series C Input modules may experience a slice shut down.

– Product Identification –

The affected products are Trusted T8403C Series C Digital Input modules and T8431C Series C Analog Input modules with the following manufacturing dates and date codes:

Catalog Number	Series	Manufacturing Date	Date Code
T8431C	C	August 2021 and later	T2108 and later
T8403C	C	August 2021 and later	T2108 and later



The module identification information may be found on the module nameplate, located on the side of the module. The catalog number will be in the upper right corner, the series will be in the SER field, and the manufacturing date code will be the first five characters of the serial number, located under the serial number bar code.

In the example shown to the left, the catalog number is T8403C series C and the serial number is T21081001, or date code T2108. The manufacturing date of this product is within the affected manufacturing date range and may be affected by this anomaly. This image is shown as an example only.



For product still in its shipping carton, the product identification information is found on the carton label. The catalog number is in the lower left in the CAT field, the series is in the SER field, and the manufacturing date code will be the first five characters of the serial number, located under the serial number bar code in the lower left corner.

In the example shown to the left, the catalog number is T8403C series C and the serial number is T21081001, or date code T2108. The manufacturing date of this product is within the affected manufacturing date range and may be affected by this anomaly. This image is shown as an example only.

Product information may also be obtained electronically over a network connection. Refer to Rockwell Automation Knowledgebase Article ID [QA7311](#), Analysis Tool for Trusted Systems, for additional information.

– Description –

A potential anomaly exists with Trusted T8403C and T8431C Series C Input modules. Trusted T8403C and T8431C Series C Input modules may experience a slice shut down with the affected slices module “HEALTHY” LED steady red.

This event is tolerated by the Trusted module system architecture but causes the affected module to run in a degraded state, and if a second fault were to occur, may lead to an unplanned shut down event. Customers are advised to confirm the slice shut down has been caused by the 0x5005 fault described in this Product Notice as soon as possible.

If a module experiences a slice shut down, the only clear indication of this will be a Module Fault alarm (if configured) and visually a Steady Red Healthy LED on the affected slice.

To confirm the slice shut down has been caused by the 0x5005 fault, customers are advised to follow the steps below to power cycle the affected module:

1. The affected module must be swapped with a suitable module in either a companion slot or a smart slot.
2. Once the companion/smart slot module is active (i.e., the swap has been completed), the original affected module (now in standby) must be unlocked and removed.
3. The removed original affected module can now be either plugged into a test system, or back into the system it was removed from.
4. The original affected module once powered back up (it does NOT have to be swapped to the Active state) MUST indicate a solid Green Healthy LED on all three slices, to have its log extracted. If all three slices do not indicate a solid Green Healthy LED contact Rockwell Automation or Sensia Technical Support.
5. Extract the log and have it reviewed by Rockwell Automation or Sensia Technical Support for the presence of fault codes on the slice that had shut down.

– Temporary Workarounds –

Until a corrected version of firmware is available or can be applied to correct this anomaly, customers are advised to follow the steps in the Description section to confirm the slice shut down has been caused by the 0x5005 fault.

– Correction –

Correction requires updating product firmware to a later version. When a corrected version of firmware is available, Rockwell Automation will release it to the Rockwell Automation Product Compatibility and Download Center (PCDC). If you would like to receive a notice when this version is released, a link is provided at the end of the Knowledgebase article for this Product Notice.

Important: Correction requires a customer installed firmware update that will be released to the PCDC when available.

Important: Trusted hardware is not affected and may not be returned on this notification.