
Date : 6/24/2019

PRODUCT ADVISORY

Subject: Product Advisory *number PA6-24-2019,*

Product Code

TJT170A0X3-SZ	150041744
TJT170A0X3Z	150043981
TJT170A0X43-SZ	150049607
TJT170A0X43Z	150049605

PROBLEM DESCRIPTION

This product advisory is to inform you that ABB has identified a potential product performance issue. During our manufacturing and testing of above products ABB experienced a yield alert in February 2019. This manufacturing lot was quarantined. During the investigation of the yield loss ABB discovered a reset issue with the controller used in TJT series.

Upon further investigation we found that in conditions listed below the module may reset. ABB has not experienced any field failures to date.

CONDITIONS:

At high current loads (150-170A), due to a controller reset the unit may lose PMBus communication and go into hiccup mode and reset or latch off and need to be manually reset. This causes temporary loss of output.

In rare cases the reset may corrupt the data flash making the unit inoperable. In most cases the unit recovers and normal PMBus communication is restored. Below the current load of 150A the module will perform as normal.

PLANNED CORRECTIVE ACTION

ABB is pursuing a corrective action that is likely to require a module PWB change. Estimated availability of the new HW is November after full qualification and electrical characterization is completed.

INTERIM ACTIONS:

If the conditions of operation are less than 150A load the module can be shipped on a case by case basis with an Exception Letter.

We regret any inconvenience to our customer. If we can be of assistance, or you require additional information, please contact me on 972-415-8346

Claudette Sowers

Quality Engineer, Customer Issue Resolution Team

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