

DTSC-200A

Sporadic lock-up

Issue

Under certain conditions, DTSC-200A does not initiate transition from S1 to S2. And when RS-485 ModBus interface is polled with invalid/wrong addresses the -200A re-boots. It is still under investigation if the two issues are mutually exclusive or interdependent.

Description

In the last few days, some customers reported a non-standard behavior of DTSC-200A. The DTSC-200A does not initiate transfer from S1 to S2 even though working normally before and no alarms present. A customer observed when RS-485 interface is physically disconnected the -200A works as expected.

We were able to re-produce the re-boot bug initiated by invalid/wrong polling on ModBus, adjusted the software and tested through the normal automated test sequence (as the classical DTSC-200 is tested). The new software identified by Version: 1.0-2 Hand Off # 53117 fixes the ModBus bug and performs other functions as expected.

Sporadic lock-up issue has still not re-produced in our lab. We keep adjusting our test scenarios as new information is available from field to help quickly re-produce the bug.

This is handled on top priority and in close collaboration with customers. Meanwhile, as we focus to isolate the bug and provide a fix, a stop work and stop ship has been put in place as a precautionary measure.

Affected Units

DTSC-200A P/N 8440-2297 (Rev.A)

Corrective Action

1. Short term containment:
 - a. A software update is available [\[HERE\]](#). DTSC-200A is field flashable via USB service port. It is pre-mature to assert that this fixes the sporadic lock-up root cause, but it does eliminate the re-boot bug and fixes some minor issues. This is not a sure shot fix but a fast path if you have an opportunity to test it in a controlled environment.
 - b. DTSC-200 (8440-1868) has successful field record for over a decade. No known issues are pending. Replacing the -200A with a -200 is a sure shot fix where logistically feasible.
2. Permanent corrective action is being prepared in the meantime. A Service Bulletin will be released with appropriate customer action plan in due course.

Customer Action

Should you experience lock-up issue with a DTSC-200A, we appreciate you providing us product serial number and a short description of your set-up and sequence of operation preceding the issue.

Contact: marketing_PG@woodward.com

Email subject heading: DTSC-200A_sporadic_lock-up



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