

Field Advisory Notification – Replacement of Some MR-J5 HK Motors

May 22, 2023

Dear Customer,

Thank you for your continued patronage of the Mitsubishi products.

We are writing this to provide additional information regarding the Encoder Issue in MR-J5 HK Servo Motor notice dated May 1, 2023.

As described in more detail in the aforementioned notice, Mitsubishi Electric Corporation (“MELCO”) determined that some MR-J5 HK series servo motors manufactured by MELCO between May 1, 2019, and February 28, 2022, have a potential quality issue due to the resin used to seal the encoder package which may have dark spots, causing the motor encoder to report the incorrect position and velocity resulting in an alarm.

At this time, this issue has only impacted a very small number of motors (approximately 0.5% of HK motors as of September 2022). However, out of an abundance of caution, Mitsubishi Electric Automation, Inc. (“MEAU”) has stopped the sale of all affected motors and is moving forward with a plan to replace all affected motors that are currently in our customers’ inventories or that are in use by our customers.

To determine if the motors that you purchased are affected by this quality issue, please refer to pages 1 and 2 of the notice. If you have determined that you have motors that you purchased that are affected by this advisory, please follow the following steps:

Step 1: Request replacement motors from Mitsubishi Electric Automation via the request MR-J5 Motor Replacement form on our online Return Center website available at <https://us.mitsubishielectric.com/fa/en/support/repair/return-center>. Please be prepared to provide the following information:

1. Product model(s), quantity of affected units, and serial numbers.
2. Complete address of location for shipment of replacement units.

Step 2: Upon arrival of the replacement unit

1. Self-install the replacement unit into your application (if applicable)
2. Dispose of the affected product

If you have sold the affected motors to customer(s) either directly or integrated into another product, please provide them with a copy of this notice or provide us with a list of customers (including company name, complete address and contact information) that have purchased these products from you and Mitsubishi Electric will notify them directly.

Please submit returns and replacements on or before November 22, 2023.

We apologize for any inconvenience this may cause you.

Sincerely,

Curtis Sylliaasen
Associate Product Manager
Mitsubishi Electric Automation, Inc.