



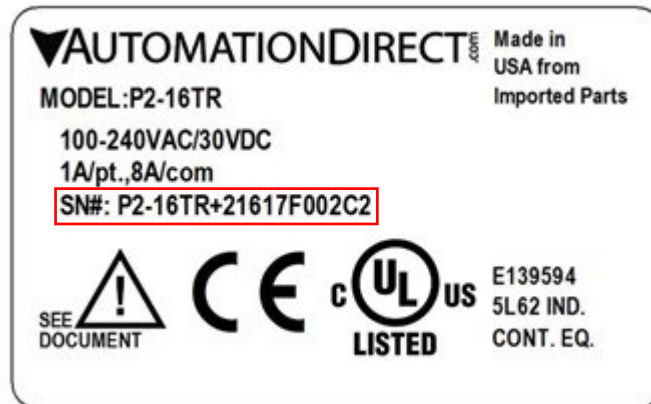
Product Advisory

Product Family:	Productivity2000	Number:	PA-P2K-012
Part Numbers:	P2-16TR rev C2	Date Issued:	09/22/2021
Subject:	POTENTIAL SAFETY CONCERNS Urgent-Mandatory Hardware Replacement	Revision:	Rev. C

Follow-up to Product Advisory PA-P2K-012, Rev. B dated 09/22/2021

Important Notice A hardware replacement is required for every P2-16TR rev C2 module purchased between July 6, 2021 and August 26, 2021. P2-16TR rev C2 modules are identified by serial numbers on the Productivity2000 module product label as shown below. The module revision can also be found in Productivity Suite, Hardware Configuration, CPU, click on the P2-16TR module, Module Info.

- P2-16TR+xxxxxFxxxC2 – Note, the last two characters denote the product revision. Only if the last two characters are “C2”, then this module must be replaced.



Description of Problem The modules outputs can go to unpredictable states.

Solution for Problem It is necessary to replace all P2-16TR rev C2 modules. Please immediately visit <https://www.automationdirect.com/myaccount/returns> to submit a Product Returns form which creates the RMA, automatically generates your replacement order, and provides you with a shipping label to return the defect product. Please be sure you are logged in to the account from which the module was purchased. Replacement orders may take 2-10 business days to process before shipment. It is essential the affected hardware be returned to AutomationDirect.com within 10 days after the receipt of the replacement module.

Technical Assistance If you have any questions regarding this Product Advisory, please contact us at 770-844-4200 for further assistance.