Product Advisory

Product Family:	Productivity2000	**Number**:	PA-P2K-015
Part Numbers:	P2-16TR rev C3	**Date Issued:**	08/11/2022
Subject:	POTENTIAL SAFETY CONCERNS Urgent-Mandentory Hardware Replacement	**Revision:**	Original

Important Notice

A hardware replacement is required for P2-16TR rev C3 modules with serial numbers P2-16TR+**22124FxxxC3** or P2-16TR+**22125FxxxC3** purchased between February 2, 2022 and May 4, 2022. P2-16TR rev C3 module serial numbers are on the Productivity2000 module product label. The module revision can also be found in Productivity Suite, Hardware Configuration, CPU, click on the P2-16TR module, Module Info.

- P2-16TR+**22124FxxxC3** & P2-16TR+**22125FxxxC**3 – Note, the last two characters denote the product revision and the numbers between the "+" and "F" characters denote the product date code. Only if the date codes are 22124 and 22125 and the last two characters are "C3", then this module must be replaced.
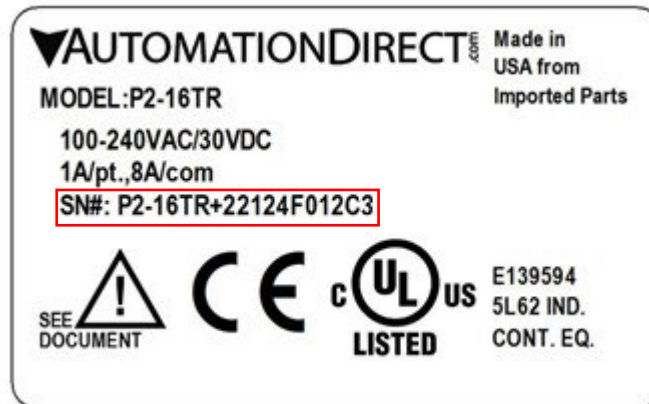
Description of Problem

The modules outputs can go to unpredictable states.

Solution for Problem

It is necessary to replace all P2-16TR rev C3 modules with serial numbers P2-16TR+**22124FxxxC3** or P2-16TR+**22125FxxxC3**. 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.