

PRODUCT COMMUNICATION | NOVEMBER 2023

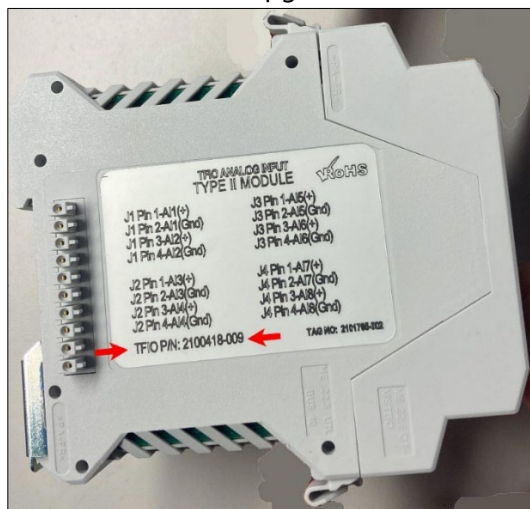
# TFIO Modules – Analog Input (AI) Module Firmware Update

## 1 Communication

In October 2023, ABB was made aware of potential issues with TFIO Analog Input (AI) modules solely related to part number **2100418-009**. To mitigate the post-COVID supply chain crisis, ABB introduced this AI module version in Q2 2022. During certain circumstances, after a power reset, the AI module does not restart correctly. This causes the analog input reading to become uncalibrated.

## 2 Recommended actions

ABB recommends upgrading all AI modules with part number 2100418-009 to the latest software firmware version. Please note that the firmware in previous versions of the AI Modules works correctly and does not need to be upgraded.



Refer to ABB Technical Bulletin: [2108612TB-TB228](#) for details. This bulletin provides instructions to identify and replace the AI Modules with defective firmware.

Please contact your local sales channel or ABB customer service to obtain an AI Module with upgraded firmware.

## 3 ABB contact information

Support: [upstream.support@us.abb.com](mailto:upstream.support@us.abb.com)

Phone: +1 800 442 3097 (opt. 2)

Yours sincerely,

Giulia R. Seikel

Product Line Manager - Flow Computer & RTU