



Technical Bulletin: AirLink AT&T Connection Issue – Rel 1

OVERVIEW

DATE ISSUED:	March 7, 2023
ISSUED BY:	Sierra Wireless Enterprise Solutions Product Management
PRODUCTS AFFECTED:	RV55, RX55, MP70 and MG90
VARIANTS AFFECTED:	RV55 LTE-A Pro North America RX55 LTE-A North America MP70 LTE Pro North America MG90 LTE-A Pro North America
FOR DISTRIBUTION TO:	Affected Customers & Distributors
SUMMARY:	Sierra Wireless is investigating an issue where PRODUCTS AFFECTED delivered after December 1, 2022 may fail to connect to the AT&T USA public and FirstNet networks. This bulletin provides issue investigation information, and this bulletin will be updated as more information becomes available.

ISSUE

DESCRIPTION:	<p>An issue has been identified where PRODUCTS AFFECTED delivered after December 1, 2022 may fail to initially connect to the AT&T USA public and AT&T FirstNet networks. This issue is under investigation.</p> <p>PRODUCTS AFFECTED are unable to register onto the AT&T USA networks and pass data traffic.</p> <ul style="list-style-type: none">• Failing RV55 or MP70 routers will show the Network LED Flashing Red.• Failing RX55 routers will show the Network LED Flashing Red.• Failing MG90 routers will show the Network LED as either Off or Flashing Amber <p>At this time the issue has been identified on routers shipped after December 1, 2022.</p> <p>The root cause analysis is underway to determine the source of the issue and required corrective actions. We are investigating to determine if additional AirLink router variants may be affected.</p> <p>An update to this bulletin will be provided as more information becomes available.</p>
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REMEDIATION:	<p>At this time, we recommend customers do not deploy PRODUCTS AFFECTED delivered after December 1, 2022 on the AT&T USA or AT&T FirstNet networks until the root cause of the issue is identified.</p> <p>For routers delivered prior to December 1, 2022, please ensure the routers connect to the desired AT&T network before deployment by:</p> <ol style="list-style-type: none"> 1) Inserting an appropriate AT&T SIM, power up the router and ensure the router can fully connect to the cellular network and pass traffic. 2) Confirming your router connects to the cellular network: <ul style="list-style-type: none"> • Connected RV55 & MP70 routers will show the Network LED as solid Green (LTE connected) or Solid Amber (3G connected) • Connected RX55 routers will show the Network LED other than Flashing Red. • Connected MG90 routers will show the Network LED as either Solid Green or Flashing Green. 3) Connect a laptop or similar device to the router and ensure the Internet is reachable and passes traffic. 4) If your router does not pass traffic, please contact Sierra Wireless support.
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CONTACT

SALES:	www.sierrawireless.com/how-to-buy/contact-sales 1-877-687-7795
CUSTOMER SUPPORT:	<p>Ask for support here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/support <p>Sign up to the Source for product resources and subscribe to product bulletins here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/sso/signup <p>Sign up for Sierra Wireless Security Bulletins here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/company/iot-device-security/security-bulletins

REVISION HISTORY

March 7, 2023	Rev1: Initial announcement
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AFFECTED PART NUMBERS

PART No.	MODEL DESCRIPTION	Part No.	MODEL DESCRIPTION
1104071	MP70 LTE-A Pro - North America	1104928	RX55 LTE-A Wi-Fi - North America
1104073	MP70 LTE-A Pro Wi-Fi - North America	1104934	RX55 LTE-A Wi-Fi Plus - North America
1104303	RV55 LTE-A Pro - North America	1103981	MG90 LTE-A Pro – North America
1104302	RV55 LTE-A Pro Wi-Fi - North America	1103982	MG90 DUAL LTE-A Pro – North America
1104927	RX55 LTE-A - North America		



Technical Bulletin: AirLink AT&T Connection Issue – Rel 2

OVERVIEW

DATE ISSUED:	10-Mar-2023
ISSUED BY:	Sierra Wireless Enterprise Solutions Product Management
PRODUCTS AFFECTED:	RV55, RX55, MP70 and MG90
VARIANTS AFFECTED:	RV55 LTE-A Pro North America & Global RX55 LTE-A North America MP70 LTE Pro North America MG90 LTE-A Pro North America
FOR DISTRIBUTION TO:	Affected Customers & Channel Partners
SUMMARY:	<p>Sierra Wireless is investigating an issue where PRODUCTS AFFECTED delivered after December 1, 2022 may fail to connect to the AT&T USA public and FirstNet networks.</p> <p>This bulletin provides issue investigation information, and this bulletin will be updated as more information becomes available.</p> <p>RV55 LTE-A Pro Global variants are now included in this bulletin as they are impacted if deployed in the USA on AT&T networks.</p>

ISSUE

DESCRIPTION:	<p>An issue has been identified where PRODUCTS AFFECTED may fail to initially connect to the AT&T USA public and AT&T FirstNet networks. This issue is under investigation.</p> <p>PRODUCTS AFFECTED are unable to register onto the AT&T USA networks and pass data traffic.</p> <ul style="list-style-type: none">• Failing RV55 or MP70 routers will show the Network LED Flashing Red.• Failing RX55 routers will show the Network LED Flashing Red.• Failing MG90 routers will show the Network LED as either Off or Flashing Amber <p>At this time the issue has been identified on routers shipped after December 1, 2022.</p> <p>The root cause analysis is underway to determine the source of the issue and required corrective actions. We are investigating to determine if additional AirLink router variants may be affected.</p> <p>An update to this bulletin will be provided as more information becomes available.</p>
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GUIDANCE FOR CUSTOMERS:	<p>At this time, we recommend customers do not deploy PRODUCTS AFFECTED delivered after December 1, 2022 on the AT&T USA or AT&T FirstNet networks until the root cause of the issue is identified.</p> <p>For routers delivered prior to December 1, 2022, please ensure the routers connect to the desired AT&T network before deployment by:</p> <ol style="list-style-type: none"> 1) Inserting an appropriate AT&T SIM, power up the router and ensure the router can fully connect to the cellular network and pass traffic. 2) Confirming your router connects to the cellular network: <ul style="list-style-type: none"> • Connected RV55 & MP70 routers will show the Network LED as solid Green (LTE connected) or Solid Amber (3G connected) • Connected RX55 routers will show the Network LED other than Flashing Red. • Connected MG90 routers will show the Network LED as either Solid Green or Flashing Green. 3) Connect a laptop or similar device to the router and ensure the Internet is reachable and passes traffic. 4) If your router does not pass traffic, please contact Sierra Wireless support. <p>For any PRODUCTS AFFECTED that fail to connect to a network, please contact support to raise a support ticket rather than opening an RMA ticket. We will provide remediation guidance as soon as possible.</p>
GUIDANCE FOR CHANNEL PARTNERS:	<p>This connection issue has only been observed on AT&T in the USA, and no connection issues have been observed with other networks. However, as PRODUCTS AFFECTED may be used on one or more networks during their service life, out of an abundance of caution we recommend:</p> <ul style="list-style-type: none"> • USA channel partners do not distribute PRODUCTS AFFECTED until further guidance on identifying and remediating devices is provided. • Canada and EMEA/Global channel partners continue to ship PRODUCTS AFFECTED unless the PRODUCTS AFFECTED are going to be deployed in the USA. <p>We will provide remediation guidance as soon as possible.</p>

CONTACT

SALES:	www.sierrawireless.com/how-to-buy/contact-sales 1-877-687-7795
CUSTOMER SUPPORT:	<p>Ask for support here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/support <p>Sign up to the Source for product resources and subscribe to product bulletins here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/sso/signup <p>Sign up for Sierra Wireless Security Bulletins here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/company/iot-device-security/security-bulletins

REVISION HISTORY

March 7, 2023	Rev 1: Initial announcement. On The Source here: Bulletin AirLink Router AT&T Connection Issue Rel 1
March 10, 2023	Rev 2: Updated guidance for channel partners and inclusion of RV55 Global



AFFECTED PART NUMBERS

PART No.	MODEL DESCRIPTION
1104071	MP70 LTE-A Pro - North America
1104073	MP70 LTE-A Pro Wi-Fi - North America
1104303	RV55 LTE-A Pro - North America
1104302	RV55 LTE-A Pro Wi-Fi - North America
1104331	RV55 LTE-A Pro Wi-Fi - Global
1104332	RV55 LTE-A Pro – Global
1104927	RX55 LTE-A - North America
1104928	RX55 LTE-A Wi-Fi - North America
1104934	RX55 LTE-A Wi-Fi Plus - North America
1103981	MG90 LTE-A Pro – North America
1103982	MG90 DUAL LTE-A Pro – North America



Technical Bulletin: AirLink AT&T Connection Issue – Rel 3

OVERVIEW

DATE ISSUED:	15-Mar-2023
ISSUED BY:	Sierra Wireless Enterprise Solutions Product Management
PRODUCTS AFFECTED:	RV55, RX55, MP70 and MG90
VARIANTS AFFECTED:	RV55 LTE-A Pro North America & Global RX55 LTE-A North America MP70 LTE Pro North America MG90 LTE-A Pro North America
FOR DISTRIBUTION TO:	Affected Customers & Channel Partners
SUMMARY:	<p>Sierra Wireless is investigating an issue where PRODUCTS AFFECTED delivered after December 1, 2022 may fail to connect to the AT&T USA public and FirstNet networks.</p> <p>This bulletin provides issue investigation information, and this bulletin will be updated as more information becomes available.</p> <p>Note that the RV55 LTE and RV50X variants are not affected.</p> <p>This version of the bulletin details that, regarding RV55 LTE-A Pro North America routers, we have determined that only those manufactured in our Vietnam factory are affected by this issue:</p> <ul style="list-style-type: none">• RV55 LTE-A Pro North America routers are manufactured in both Vietnam and Mexico• RV55 LTE-A Pro North America routers manufactured in Mexico are not affected <p>More than half of the RV55 LTE-A Pro North America routers manufactured since December 1, 2022 were manufactured in Mexico, so many of our distributors and customers will have RV55 LTE-A Pro North America routers that are not affected by this issue.</p> <ul style="list-style-type: none">• Shipments from distributors and customer deployments of RV55 LTE-A Pro North America routers manufactured in Mexico may resume immediately. <p>See below for the details on identifying RV55 LTE-A Pro North America routers manufactured in Mexico.</p>

ISSUE

DESCRIPTION:	<p>An issue has been identified where PRODUCTS AFFECTED may fail to initially connect to the AT&T USA public and AT&T FirstNet networks. This issue is under investigation.</p> <p>PRODUCTS AFFECTED are unable to register onto the AT&T USA networks and pass data traffic.</p> <ul style="list-style-type: none">• Failing RV55 or MP70 routers will show the Network LED Flashing Red.• Failing RX55 routers will show the Network LED Flashing Red.• Failing MG90 routers will show the Network LED as either Off or Flashing Amber <p>Shipments from distributors and customer deployments of RV55 LTE-A Pro North America routers manufactured in Mexico may resume immediately. The table below summarizes where PRODUCTS AFFECTED are manufactured.</p>
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PRODUCTS AFFECTED	Vietnam Factory	Mexico Factory
RV55 LTE-A Pro North America	AFFECTED	UNAFFECTED
RV55 LTE-A Pro Global	AFFECTED	Not Manufactured
RX55 LTE-A North America	AFFECTED	Not Manufactured
MP70 LTE Pro North America	AFFECTED	Not Manufactured
MG90 LTE-A Pro North America	AFFECTED	Not Manufactured

AirLink routers, specifically RV55 LTE-A Pro North America routers, manufactured in Mexico can be identified several ways:

1. The router serial number printed on the device label and the retail box label (also known as the HFSN (host factory serial number)) is a 16-digit identifier where the 4th digit from the right indicates the factory of origin. Routers manufactured in Mexico contain an “F” in this field:
 - F = Factory Code (1 Character) - VIETNAM: “B”, Mexico: “F”
2. “Made in MEX” is printed on the device label, the retail box label and the master box label.
3. The shipment files (“flat files”) sent to distributors contain the purchase order number, the serial numbers and IMEIs.
 - We are working to provide guidance that will cross reference the country of manufacture, PO, SN and IMEI.

An ongoing root cause analysis is determining the source of the issue, required corrective actions and whether additional AirLink router variants may be affected.

An update to this bulletin will be provided as more information becomes available.

GUIDANCE FOR CUSTOMERS:

RV55 LTE-A Pro North America routers manufactured in Mexico are not affected by this issue, and these routers can be deployed.

For **PRODUCTS AFFECTED** and manufactured in Vietnam, we recommend customers do not deploy these routers delivered after December 1, 2022, on the AT&T USA or AT&T FirstNet networks until the root cause of the issue is identified.

For routers manufactured in Vietnam and delivered prior to December 1, 2022, please ensure the routers connect to the desired AT&T network before deployment by:

- 1) Inserting an appropriate AT&T SIM, power up the router and ensure the router can fully connect to the cellular network and pass traffic.
- 2) Confirming your router connects to the cellular network:
 - Connected RV55 & MP70 routers will show the Network LED as solid Green (LTE connected) or Solid Amber (3G connected)
 - Connected RX55 routers will show the Network LED other than Flashing Red.
 - Connected MG90 routers will show the Network LED as either Solid Green or Flashing Green.
- 3) Connect a laptop or similar device to the router and ensure the Internet is reachable and passes traffic.
- 4) If your router does not pass traffic, please contact Sierra Wireless support.

For any **PRODUCTS AFFECTED** that fail to connect to a network, please contact support to raise a support ticket rather than opening an RMA ticket. We will provide remediation guidance as soon as possible.



GUIDANCE FOR CHANNEL PARTNERS:	<p>RV55 LTE-A Pro North America routers manufactured in Mexico are not affected by this issue and these routers can resume shipment.</p> <p>This connection issue has only been observed on AT&T in the USA, and no connection issues have been observed with other networks. However, as PRODUCTS AFFECTED may be used on one or more networks during their service life, out of an abundance of caution we recommend:</p> <ul style="list-style-type: none"> • USA channel partners do not distribute PRODUCTS AFFECTED that were manufactured in Vietnam until further guidance on identifying and remediating devices is provided. • Canada and EMEA/Global channel partners continue to ship PRODUCTS AFFECTED unless the PRODUCTS AFFECTED are going to be deployed in the USA. <p>We will provide remediation guidance as soon as possible.</p>
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CONTACT

SALES:	<p>www.sierrawireless.com/how-to-buy/contact-sales 1-877-687-7795</p>
CUSTOMER SUPPORT:	<p>Ask for support here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/support <p>Sign up to the Source for product resources and subscribe to product bulletins here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/sso/signup <p>Sign up for Sierra Wireless Security Bulletins here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/company/iot-device-security/security-bulletins

REVISION HISTORY

March 7, 2023	Rev1: Initial announcement (on The Source here).
March 10, 2023	Rev2: Updated guidance for channel partners and inclusion of RV55 Global (on The Source here)
March 15, 2023	Rev3: Updated guidance for channel partners and customers (on The Source here)

AFFECTED PART NUMBERS

PART No.	MODEL DESCRIPTION
1104071	MP70 LTE-A Pro - North America
1104073	MP70 LTE-A Pro Wi-Fi - North America
1104303	RV55 LTE-A Pro - North America manufactured in Vietnam are affected while those manufactured in Mexico are unaffected



1104302	RV55 LTE-A Pro Wi-Fi - North America manufactured in Vietnam are affected while those manufactured in Mexico are unaffected
1104331	RV55 LTE-A Pro Wi-Fi - Global
1104332	RV55 LTE-A Pro – Global
1104927	RX55 LTE-A - North America
1104928	RX55 LTE-A Wi-Fi - North America
1104934	RX55 LTE-A Wi-Fi Plus - North America
1103981	MG90 LTE-A Pro – North America
1103982	MG90 DUAL LTE-A Pro – North America



Technical Bulletin: AirLink Connection Issue – Rel 4 update

OVERVIEW

DATE ISSUED:	23-Mar-2023
ISSUED BY:	Sierra Wireless Enterprise Solutions Product Management
PRODUCTS AFFECTED:	RV55, RX55, MP70 and MG90
VARIANTS AFFECTED:	RV55 LTE-A Pro North America & Global RX55 LTE-A North America MP70 LTE Pro North America & Global MG90 LTE-A Pro North America
FOR DISTRIBUTION TO:	Affected Customers & Channel Partners
SUMMARY:	<p>Sierra Wireless has been investigating an issue where PRODUCTS AFFECTED delivered after December 1, 2022 may not connect to the AT&T networks. During our investigation, we have determined that carriers worldwide may be affected under certain conditions.</p> <p>This bulletin provides the following updates:</p> <ol style="list-style-type: none">1) The root cause has now been identified.2) The connection issue may affect all carriers worldwide – not only AT&T.3) MP70 LTE Pro Global routers are also affected.4) Affected routers can now be identified by IMEI.5) Guidance on field remediation/upgrades. <p>This bulletin will be updated as more information becomes available. Updated content appears as blue text.</p> <p>Note that the RV55 LTE and RV50X variants are not affected.</p> <p>This bulletin identifies affected routers by IMEI range. The IMEI number, Serial Number, and country of origin are printed on the device label and the retail box label. With this information, customers and distributors can separate affected routers from unaffected routers.</p> <ul style="list-style-type: none">• Unaffected routers – May be deployed.• Affected routers – See remediation instructions below.

ISSUE

**DESCRIPTION
& AFFECTED
PART
NUMBERS:**

Affected routers can be identified in two steps:

1. Country of Origin:

- Vietnam manufactured routers may be affected.
- Mexico manufactured routers are unaffected.

2. SKU & IMEI Range:

- For products manufactured in Vietnam, check if the SKU is affected.
- For affected SKUs, check if the IMEI falls within the affected range below.

Country of Origin:

The country of origin is identified in multiple ways:

1. The country of origin is printed on the device label, the retail box label, and the master box label:
 - Vietnam manufactured routers state "Made in VNM".
 - Mexico manufactured routers state "Made in MEX".
2. The router serial number that is printed on the device label and the retail box label is a 16-digit identifier where the 4th character from the right (Factory Code) indicates the factory of origin.
 - Factory Code:
 - Mexico: "F"
 - Vietnam: "B"

e.g. xxxxxxxxxxxxBxxx – where **B** indicates the device was manufactured in Vietnam.

SKU & IMEI Range:

Affected Router SKUs are manufactured with IMEIs greater than the IMEI listed in the table below.

1. IMEIs are 15 characters in length.
2. The 8th character is a "9" and the last 7 digits are unique.
3. E.g.
 - For an MG90 NA, compare your IMEI against '35771509 3477141'.
 - The "9" and the 7 digits that follow, are the digits of interest: 'xxxxxx9 3477141'.
 - Assess if the last 7 digits after the 9 are greater than 3477141.

AirLink SKU	Name	Radio Access Technology	Operating System	Region	IMEIs greater than xxxxxxx are affected
1103981	MG90	LTE-A PRO	MGOS	NA	35771509 <u>3477141</u>
1103982	MG90	LTE-A PRO	MGOS	NA	35771509 <u>3477141</u>
1104071	MP70	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>
1104072	MP70	LTE-A PRO	ALEOS	GLOBAL	35472409 <u>0420008</u>
1104073	MP70	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>
1104074	MP70	LTE-A PRO	ALEOS	GLOBAL	35472409 <u>0420008</u>
1104302	RV55	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>
1104303	RV55	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>
1104331	RV55	LTE-A PRO	ALEOS	GLOBAL	35472409 <u>0420008</u>
1104332	RV55	LTE-A PRO	ALEOS	GLOBAL	35472409 <u>0420008</u>
1104854	RV55	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>
1104927	RX55	LTE-A	AirLink OS	NA	TBD
1104928	RX55	LTE-A	AirLink OS	NA	TBD

	1104929	RX55	LTE-A	AirLink OS	EMEA-APAC	TBD
	1104930	RX55	LTE-A	AirLink OS	EMEA-APAC	TBD
	1104933	RX55	LTE-A	AirLink OS	EMEA-APAC	TBD
	1104934	RX55	LTE-A	AirLink OS	NA	TBD
	The IMEI starting range of newly manufactured unaffected routers will be published when available.					
GUIDANCE FOR CUSTOMERS:	<p>Customers:</p> <ul style="list-style-type: none"> You can now identify affected routers from unaffected routers. You can deploy routers, <ul style="list-style-type: none"> Manufactured in Mexico, or With unaffected IMEIs. See below for Remediation Guidance. 					
GUIDANCE FOR CHANNEL PARTNERS:	<p>USA, Canada, EMEA & APAC (Global) Channel Partners:</p> <ul style="list-style-type: none"> You can now identify affected routers from unaffected routers. You can ship routers, <ul style="list-style-type: none"> Manufactured in Mexico, or Routers with unaffected IMEIs. We will provide shipment files (“flat files”) to each distributor. The shipment files cross-reference purchase orders, serial numbers and IMEIs. See below for Remediation Guidance. 					
REMEDIAION GUIDANCE:	<p>We have identified the root cause of this issue, and the remediation will depend on the PRODUCTS AFFECTED operating system.</p> <p>MP70 & RV55 ALEOS routers:</p> <ul style="list-style-type: none"> We are preparing an ALEOS release that will remedy the issue. We expect the ALEOS release will be available in approximately 3-4 weeks. We will provide additional remediation and RMA guidance in our next bulletin. <p>MG90 MGOS routers:</p> <ul style="list-style-type: none"> We are working to determine if an MGOS field upgrade is possible. We will provide additional remediation and RMA guidance in our next bulletin. <p>RX55 AirLink OS Routers</p> <ul style="list-style-type: none"> We are investigating the affected IMEI range and will provide updated guidance when available. 					
HOW TO IDENTIFY DEPLOYED AFFECTED ROUTERS:	<p>Affected routers may be unable to register onto a carrier network and pass data traffic.</p> <ul style="list-style-type: none"> Affected RV55 or MP70 routers will show the Network LED Flashing Red. Affected RX55 routers will show the Network LED Flashing Red. Affected MG90 routers will show the Network LED as either Off or Flashing Amber. <p>Affected routers may exhibit various symptoms depending on the network:</p> <ul style="list-style-type: none"> AT&T – Affected routers do not connect and do not pass traffic. Verizon – Affected routers may connect and pass traffic. Other networks – Affected routers may either not connect or connect after an extended time period. 					



CONTACT

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RMA:	repairs@sierrawireless.com

REVISION HISTORY

March 7, 2023	Rev1: Initial announcement	Document link: AirLink Router Connection Issue
March 10, 2023	Rev2: Updated guidance for channel partners and inclusion of RV55 Global	
March 15, 2023	Rev3: Updated guidance for channel partners and customers	
March 23, 2023	Rev4: Updated guidance for channel partners and customers	



Technical Bulletin: AirLink Connection Issue – Rel 5 update

OVERVIEW

DATE ISSUED:	05-Apr-2023
ISSUED BY:	Sierra Wireless Enterprise Solutions Product Management
PRODUCTS AFFECTED:	RV55, MP70 and MG90
VARIANTS AFFECTED:	RV55 LTE-A Pro North America & Global MP70 LTE Pro North America & Global MG90 LTE-A Pro North America RX55 LTE-A North America (no longer considered impacted)
FOR DISTRIBUTION TO:	Affected Customers & Channel Partners
SUMMARY:	<p>Sierra Wireless has been investigating an issue where PRODUCTS AFFECTED delivered after December 1, 2022, may not connect to carriers worldwide under certain conditions.</p> <p>This bulletin provides the following updates:</p> <ol style="list-style-type: none">1) RX55 is no longer considered affected. All RX55 routers were contained prior to shipment from Sierra Wireless. All RX55s with customers or channel partners may be deployed.2) An IMEI range (lower and upper) is available to identify affected routers. Routers in the identified range must have updated ALEOS or MGOS software prior to deployment.<ol style="list-style-type: none">a. ALEOS 4.16.1 will address the connection issue on RV55 & MP70 routers with a target release date of April 24th, 2023.b. MGOS 4.4.2.1 will address the connection issue on MG90 routers with a target release date of April 24th, 2023.3) The remediation process details how to update your affected routers or return affected routers to Sierra Wireless for update. <p>This bulletin will be updated as more information becomes available. Updated content appears as blue text.</p> <p>Note that the RV55 LTE, RV50X and all RX55 variants are not affected.</p>

ISSUE

DESCRIPTION & AFFECTED PART NUMBERS:

Affected routers can be identified in two steps:

- **Country of Origin:**
 - Vietnam manufactured routers may be affected.
 - Mexico manufactured routers are unaffected.
- **SKU & IMEI Range:**
 - For products manufactured in Vietnam, check if the SKU is affected.
 - For affected SKUs, check if the IMEI falls within the affected range below.

Action Required:

- Unaffected routers – May be deployed.
- Affected routers – See remediation instructions below.

Country of Origin:

The country of origin is identified in multiple ways:

1. The country of origin is printed on the device, retail box and the master box label:
 - Vietnam manufactured routers state “Made in VNM”.
 - Mexico manufactured routers state “Made in MEX”.
2. The router serial number that is printed on the device label and the retail box label is a 16-digit identifier where the 4th character from the right (Factory Code) indicates the factory of origin.
 - Factory Code:
 - Mexico: “F”
 - Vietnam: “B”

e.g. xxxxxxxxxxxxBxxx – where **B** indicates manufactured in Vietnam.

SKU & IMEI Range:

Affected Router SKUs are manufactured with IMEIs greater than the IMEI listed in the table below.

- IMEIs are 15 characters in length. The 8th character is a “9” and the last 7 digits are unique. For example: For an MG90 NA, compare your IMEI against ‘35771509 3477141’.
 - The “9” and the 7-digits that follow are the digits of interest: ‘xxxxxx9 3477141’.
 - Assess if the last 7 digits after the 9 are greater than 3477141.

AirLink SKU	Name	Radio Access Technology	Operating System	Region	IMEIs between Lower and Upper limits require ALEOS 4.16.1 or MGOS 4.4.2.1 updates	
					Lower Limit IMEI	Upper Limit IMEI
1103981	MG90	LTE-A PRO	MGOS	NA	35771509 <u>3477141</u>	35771509 <u>4000000</u>
1103982	MG90	LTE-A PRO	MGOS	NA	35771509 <u>3477141</u>	35771509 <u>4000000</u>
1104071	MP70	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>	35771509 <u>4000000</u>
1104072	MP70	LTE-A PRO	ALEOS	GLOBAL	35472409 <u>0420008</u>	35771509 <u>4000000</u>
1104073	MP70	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>	35771509 <u>4000000</u>
1104074	MP70	LTE-A PRO	ALEOS	GLOBAL	35472409 <u>0420008</u>	35771509 <u>4000000</u>
1104302	RV55	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>	35771509 <u>4000000</u>
1104303	RV55	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>	35771509 <u>4000000</u>
1104331	RV55	LTE-A PRO	ALEOS	GLOBAL	35472409 <u>0420008</u>	35771509 <u>4000000</u>
1104332	RV55	LTE-A PRO	ALEOS	GLOBAL	35472409 <u>0420008</u>	35771509 <u>4000000</u>
1104854	RV55	LTE-A PRO	ALEOS	NA	35771509 <u>3477141</u>	35771509 <u>4000000</u>

RX55 routers are no longer considered affected. All RX55s may be deployed.

GUIDANCE FOR CUSTOMERS & AUTHORISED RESELLERS:

Affected routers can be remediated in one of two ways:

1) Software Update (Fastest):

- The fastest method for remediation is to apply the software update once available. If you have already configured, provisioned or installed a router it will simply require updating and then is immediately ready for deployment.
- All customer router configuration is preserved during this upgrade.

MP70 & RV55 ALEOS Routers:

- ALEOS 4.16.1 will resolve the connection issue on RV55 & MP70 routers with a target release date of April 24th, 2023.
- The ALEOS upgrade will take just minutes to perform. When the ALEOS release is available, the upgrade can be applied to affected routers locally or via ALMS if your router has a network connection via Cellular, Ethernet or Wi-Fi WAN.
- ALMS is included as part of AirLink Complete for the first year for all RV55 & MP70 devices. Register your routers at sierrawireless.com/complete/register/

MG90 MGOS Routers:

- MGOS 4.4.2.1 will resolve the connection issue on MG90 routers with a target release date of April 24th, 2023.
- The MGOS upgrade will take minutes to perform. When the MGOS upgrade is available, the upgrade can be applied to affected routers locally or via AM/AMM if your router has a network connection via Cellular, Ethernet or Wi-Fi WAN.

2) Return for Upgrade:

If you prefer, you may return your router to Sierra Wireless for upgrade.

- Your unit will be upgraded to the latest software release or replaced.
- We will either return your routers with the update or provide new updated routers in replacement.
- Units returned for upgrade will be reset to factory defaults. Customer configuration will need reloading.
- RMAs may now be requested.
- Please bear in mind that the fastest path to remediation maybe to perform the software update locally without returning the router.
- Please request returns per the Return Process below.

We recognize that you may need routers to be returned urgently. We will initially have limited stock on hand that can be shipped promptly. Availability will vary by SKU and with demand and we will work with you to prioritize any urgent replacements.

RETURN PROCESS FOR CUSTOMERS & AUTHORISED RESELLERS:

The return process is as follows:

- 1) Request an RMA via email to repairs@sierrawireless.com including the following information:
 - State the problem description as "Airlink Network Connection Issue".
 - State the quantity of replacement routers that you require urgently. We will prioritize urgent requests subject to availability.
 - State if the boxes are unopened or have been opened/deployed as this helps process the return faster on receipt.
 - Provide the router Serial Numbers.
 - Return address to ship the updated or replacement routers.
- 2) Sierra Wireless will provide a prepaid shipping label.
- 3) Place your return requests by June 30, 2023 and ship all affected routers by August 31, 2023.



GUIDANCE FOR DISTRIBUTORS:	<p>USA, Canada, EMEA & APAC (Global) Distributors:</p> <ul style="list-style-type: none"> You can identify affected routers from unaffected routers. You can ship routers, <ul style="list-style-type: none"> Manufactured in Mexico, or Routers with unaffected IMEIs. We will provide shipment files (“flat files”) to each distributor. The shipment files cross-reference purchase orders, serial numbers and IMEIs. We will be implementing a process to remediate distributor inventory and will communicate that process with each distributor directly once available.
HOW TO IDENTIFY DEPLOYED AFFECTED ROUTERS:	<p>Affected routers may be unable to register onto a carrier network and pass data traffic.</p> <ul style="list-style-type: none"> Affected RV55 or MP70 routers will show the Network LED Flashing Red. Affected MG90 routers will show the Network LED as either Off or Flashing Amber. <p>Affected routers may exhibit various symptoms depending on the network:</p> <ul style="list-style-type: none"> AT&T – Affected routers do not connect and do not pass traffic. Verizon – Affected routers may connect and pass traffic. Other networks – Affected routers may either not connect or connect after an extended time period.

CONTACT

SALES:	www.sierrawireless.com/how-to-buy/contact-sales 1-877-687-7795
CUSTOMER SUPPORT:	<p>Ask for support here:</p> <ul style="list-style-type: none"> www.sierrawireless.com/support <p>Sign up to the Source for product resources and subscribe to product bulletins here:</p> <ul style="list-style-type: none"> source.sierrawireless.com <p>Sign up for Sierra Wireless Security Bulletins here:</p> <ul style="list-style-type: none"> www.sierrawireless.com/company/iot-device-security/security-bulletins
RMA:	repairs@sierrawireless.com

REVISION HISTORY

March 7, 2023	Rev1: Initial announcement	Document link: AirLink Router Connection Issue
March 10, 2023	Rev2: Updated guidance for channel partners and inclusion of RV55 Global	
March 15, 2023	Rev3: Updated guidance for channel partners and customers	
March 23, 2023	Rev4: Updated guidance for channel partners and customers	
April 5, 2023	Rev5: Remediation process, RX55 removal & upper IMEI range provided	