

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 <u>RV55 LTE-A Pro North America routers manufactured in Mexico are not affected</u> <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"> <u>Shipments from distributors and customer deployments of RV55 LTE-A Pro North America routers manufactured in Mexico may resume immediately.</u> <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>
---------------------	---

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:

- 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"
- "Made in MEX" is printed on the device label, the retail box label and the master box label.
- 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:

- Inserting an appropriate AT&T SIM, power up the router and ensure the router can fully connect to the cellular network and pass traffic.
- 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.
- Connect a laptop or similar device to the router and ensure the Internet is reachable and passes traffic.
- 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:

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

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:

- 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.

We will provide remediation guidance as soon as possible.

CONTACT

SALES:

www.sierrawireless.com/how-to-buy/contact-sales
1-877-687-7795

CUSTOMER SUPPORT:

Ask for support here:

- www.sierrawireless.com/support

Sign up to the Source for product resources and subscribe to product bulletins here:

- www.sierrawireless.com/sso/signup

Sign up for Sierra Wireless Security Bulletins here:

- 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