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:	Sierra Wireless has been investigating an issue where **PRODUCTS AFFECTED** delivered after December 1, 2022, may not connect to carriers worldwide under certain conditions.
	
	This bulletin provides the following updates:
	
	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.
	    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.
	
	This bulletin will be updated as more information becomes available. Updated content appears as blue text.
	
	Note that the RV55 LTE, RV50X and all RX55 variants are not affected.

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.

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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. xxxxxxxxxxxx**B**xxx – 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 '3577150**9** 3477141'.
  - The "9" and the 7-digits that follow are the digits of interest: 'xxxxxxx9 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 3477141	35771509 4000000
1103982	MG90	LTE-A PRO	MGOS	NA	35771509 3477141	35771509 4000000
1104071	MP70	LTE-A PRO	ALEOS	NA	35771509 3477141	35771509 4000000
1104072	MP70	LTE-A PRO	ALEOS	GLOBAL	35472409 0420008	35771509 4000000
1104073	MP70	LTE-A PRO	ALEOS	NA	35771509 3477141	35771509 4000000
1104074	MP70	LTE-A PRO	ALEOS	GLOBAL	35472409 0420008	35771509 4000000
1104302	RV55	LTE-A PRO	ALEOS	NA	35771509 3477141	35771509 4000000
1104303	RV55	LTE-A PRO	ALEOS	NA	35771509 3477141	35771509 4000000
1104331	RV55	LTE-A PRO	ALEOS	GLOBAL	35472409 0420008	35771509 4000000
1104332	RV55	LTE-A PRO	ALEOS	GLOBAL	35472409 0420008	35771509 4000000
1104854	RV55	LTE-A PRO	ALEOS	NA	35771509 3477141	35771509 4000000

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:	USA, Canada, EMEA & APAC (Global) Distributors:
	
	• You can identify affected routers from unaffected routers.
	• You can ship routers,
	  ○ 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:	Affected routers may be unable to register onto a carrier network and pass data traffic. • 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. Affected routers may exhibit various symptoms depending on the network: • 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:	Ask for support here: • www.sierrawireless.com/support Sign up to the Source for product resources and subscribe to product bulletins here: • source.sierrawireless.com Sign up for Sierra Wireless Security Bulletins here: • www.sierrawireless.com/company/iot-device-security/security-bulletins
RMA:	repairs@sierrawireless.com

REVISION HISTORY

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