



Bulletin: End of GNX Sale Announcement

OVERVIEW

DATE ISSUED:	10-Feb-2023
ISSUED BY:	Sierra Wireless Enterprise Solutions Product Management
PRODUCTS AFFECTED:	All GNX Products
VARIANTS AFFECTED:	All GNX Product Variants
FOR DISTRIBUTION TO:	General Distribution
SUMMARY:	<p>Sierra Wireless announces the last time buy and last time ship date for all GNX products and variants due to component obsolescence. This notice contains all relevant milestones and dates for the affected products.</p> <p>Shipment quantities and dates will be communicated to customers when GNX component deliveries are confirmed.</p> <p>Note: GNX devices manufactured in 2022 will ship with GNX firmware release G604.09.06 which includes the AT&T 3G sunset fix (see the bulletin on the Source).</p> <p>Reminder: All existing GNX devices connected to the AT&T LTE network MUST upgrade to GNX firmware release G604.09.06 prior to February 2022. All GNX devices that are not upgraded will fail to connect to the AT&T LTE network (see bulletin on the Source) after February 2022.</p>

PRODUCTION MILESTONES

AFFECTED MODELS:	All GNX device SKUs
LAST TIME BUY:	1-FEB-2022 The product cannot be ordered from Sierra Wireless after this date
LAST TIME SHIP:	31-DEC-2022 The last possible ship date that can be requested from Sierra Wireless
REASON:	Component obsolescence
OTHER MODELS:	All GNX accessory SKUs remain available while stock lasts



STATUS:	End of Life
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PRODUCT SUPPORT AND MAINTENANCE

ACTIVE SOFTWARE MAINTENANCE PHASE:	FROM 1-FEB-2022 TO 30-JUN-2022 During this phase, device software will be actively maintained. Software releases will contain bug fixes and security patches only, no new features will be deployed. Following Active Software Maintenance, the products move to Critical Software Maintenance (see below).
CRITICAL SOFTWARE MAINTENANCE PHASE:	<p>FROM 1-JUL-2022 TO 31-DEC-2022 During this phase, new device software will be released if a Critical software issue or security vulnerability is discovered.</p> <p>A software issue is deemed to be Critical if it causes the Sierra Wireless product or service to become systemically unavailable or unresponsive, and there is no available resolution or workaround.</p> <p>A security vulnerability is deemed to be Critical if it scores 9 or 10 on the Common Vulnerability Scoring System Version 3.0 (CVSSv3) as determined by Sierra Wireless.</p>
END OF SOFTWARE MAINTENANCE:	31-DEC-2022 No new device software will be released after this date.
END OF STANDARD PRODUCT WARRANTY:	31-DEC-2023 End of standard product warranty period for devices shipped on the last time ship date.
END OF SUPPORT:	31-DEC-2022 The last date to receive support for GNX related products including but not limited to GNX hardware products, GNX embedded software & GNX tools except for active service contracts or by extended warranty terms and conditions.
END OF EXTENDED PRODUCT WARRANTY:	Not available.

CONTACT

SALES:	www.sierrawireless.com/sales 1-877-687-7795
CUSTOMER SUPPORT:	GNX product support remains active until 31-DEC-2022: <ul style="list-style-type: none"> • https://www.sierrawireless.com/support/ • https://source.sierrawireless.com/

REVISION HISTORY

25-Jan-2022	Rev1: Initial announcement.
10-Feb-2023	Rev2: Clarified product support ended on December 31, 2022.



AFFECTED PART NUMBERS

PART No.	MODEL DESCRIPTION	SUGGESTED REPLACEMENT	PART No.
All GNX SKUs	All GNX SKUs	No replacement available	