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:	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. **PRODUCTS AFFECTED** are unable to register onto the AT&T USA networks and pass data traffic. - 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 At this time the issue has been identified on routers shipped after December 1, 2022. 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. An update to this bulletin will be provided as more information becomes available.

REMEDIATION:	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.
	For routers 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.

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

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		