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:	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.
	
	This bulletin provides the following updates:
	
	   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.
	
	This bulletin will be updated as more information becomes available. Updated content appears as blue text.
	
	Note that the RV55 LTE and RV50X variants are not affected.
	
	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.
	
	• 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. xxxxxxxxxxxx**B**xxx – 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 '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 greater than xxxxxxx are <u>affected</u>
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:	Customers:
	• You can now identify affected routers from unaffected routers.
	• You can deploy routers,
	   o Manufactured in Mexico, or
	   o With unaffected IMEIs.
	• See below for Remediation Guidance.

GUIDANCE FOR CHANNEL PARTNERS:	USA, Canada, EMEA & APAC (Global) Channel Partners:
	• You can now identify affected routers from unaffected routers.
	• You can ship routers,
	   o Manufactured in Mexico, or
	   o 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.

REMEDIATION GUIDANCE:	We have identified the root cause of this issue, and the remediation will depend on the PRODUCTS AFFECTED operating system. MP70 & RV55 ALEOS routers: • 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. MG90 MGOS routers: • We are working to determine if an MGOS field upgrade is possible. • We will provide additional remediation and RMA guidance in our next bulletin. RX55 AirLink OS Routers • We are investigating the affected IMEI range and will provide updated guidance when 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 RX55 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: • www.sierrawireless.com/sso/signup 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	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	