



# Field Service Bulletin

FSB-0209-BB-06  
February 24, 2009

**Date:** February 24, 2009

**To:** All EFJohnson customers, dealers, and employees

**Subject:** 3e-523-F2 and 3e-523S-1 low temperature operation defect

A number of 3e-523-F2 and 3e-523S-1 devices, produced between September 8, 2008 and October 10, 2008 were built with several incorrect components on an internal circuit board. The serial numbers of the products which may carry this defect are as follows:

3e-523-F2:

C523F2083500500	C523F2083500528	C523F2083500560	C523F2083800661	C523F2083800657
C523F2083500501	C523F2083500529	C523F2083500618	C523F2083800662	C523F2083800672
C523F2083500502	C523F2083500530	C523F2083500622	C523F2083800663	C523F2083800675
C523F2083500503	C523F2083500531	C523F2083500623	C523F2083800664	C523F2083800678
C523F2083500504	C523F2083500532	C523F2083500625	C523F2083800665	C523F2083800679
C523F2083500505	C523F2083500534	C523F2083500626	C523F2083800666	C523F2083800680
C523F2083500506	C523F2083500536	C523F2083500627	C523F2083800667	C523F2083500543
C523F2083500507	C523F2083500537	C523F2083500630	C523F2083800668	C523F2083500551
C523F2083500508	C523F2083500538	C523F2083500632	C523F2083800670	C523F2083500561
C523F2083500509	C523F2083500539	C523F2083500638	C523F2083800673	C523F2083500562
C523F2083500510	C523F2083500540	C523F2083500639	C523F2083800674	C523F2083500573
C523F2083500511	C523F2083500541	C523F2083500642	C523F2083800676	C523F2083500579
C523F2083500512	C523F2083500542	C523F2083500643	C523F2083800677	C523F2083500628
C523F2083500513	C523F2083500545	C523F2083500644	C523F2083500646	C523F2083500535
C523F2083500514	C523F2083500546	C523F2083500645	C523F2083500648	C523F2083500544
C523F2083500515	C523F2083500547	C523F2083800650	C523F2083500649	C523F2083500552
C523F2083500516	C523F2083500548	C523F2083800651	C523F2083500519	C523F2083500568
C523F2083500517	C523F2083500550	C523F2083800652	C523F2083500526	C523F2083500612
C523F2083500518	C523F2083500553	C523F2083800653	C523F2083500533	C523F2083800681
C523F2083500520	C523F2083500554	C523F2083800654	C523F2083500565	C523F2083800683
C523F2083500522	C523F2083500555	C523F2083800655	C523F2083500569	C523F2083800684
C523F2083500523	C523F2083500556	C523F2083800656	C523F2083500570	
C523F2083500524	C523F2083500557	C523F2083800658	C523F2083500571	
C523F2083500525	C523F2083500558	C523F2083800659	C523F2083500572	
C523F2083500527	C523F2083500559	C523F2083800660	C523F2083500637	

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3e-523S-1:

C523S1083500200	C523S1083800231	C523S1083800251
C523S1083500201	C523S1083800232	C523S1083800252
C523S1083500203	C523S1083800233	C523S1083800253
C523S1083500204	C523S1083800234	C523S1083800254
C523S1083500206	C523S1083800235	C523S1083800255
C523S1083500207	C523S1083800236	C523S1083800256
C523S1083500208	C523S1083800221	C523S1083800257
C523S1083500210	C523S1083800222	C523S1083800258
C523S1083500211	C523S1083800223	C523S1083800259
C523S1083500212	C523S1083800224	C523S1083800260
C523S1083500213	C523S1083800225	C523S1083800261
C523S1083500202	C523S1083800237	C523S1083800262
C523S1083500205	C523S1083800238	C523S1083800263
C523S1083500214	C523S1083800239	C523S1083800264
C523S1083500215	C523S1083800240	
C523S1083500216	C523S1083800241	
C523S1083500217	C523S1083800242	
C523S1083500218	C523S1083800243	
C523S1083500219	C523S1083800244	
C523S1083800220	C523S1083800245	
C523S1083800226	C523S1083800246	
C523S1083800227	C523S1083800247	
C523S1083800228	C523S1083500209	
C523S1083800229	C523S1083800248	
C523S1083800230	C523S1083800249	

This defect affects the operation of these devices only at low temperatures. The threshold at which the problem may appear could be as high as +12 degrees C, but typically closer to 0 degrees C.

During low temperature operation, the user should expect a 3e-523-F2 with this defect to draw much higher than the specified maximum power listed in the user's manual. Depending on both the actual ambient temperature, and the details of the system in which the user has placed the 3e-523-F2 OEM module, one of several scenarios may occur:

- A fuse or circuit breaker in the user's system may be tripped.

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- The user's power supply may periodically "brown out" or "fold back", resulting in the 3e-523-F2 rebooting and communication through the device being periodically lost. Other devices in the user's system may also be affected if they are operated from the same power supply.
- If the power drawn by the 3e-523-F2 device is not externally limited in some way such as a circuit breaker or current limiting power supply, several components inside the device may overheat and the device may be subsequently damaged or destroyed.

During low temperature operation of a 3e-523S-1 with this defect, the problem may likewise be manifested as either periodic reboots of the device, permanent damage as described previously, or by reduced battery life.

If you have any of the units listed and are experiencing issues described above, please call EFJohnson Warranty toll-free at 800-328-3911, option 5, or send an email to [warranty@efjohnson.com](mailto:warranty@efjohnson.com) to arrange for return shipment and rework.

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