

# *Field Service Bulletin*

**To:** EFJohnson South Dakota Dealers

**Subject:** Software Upgrade for 5300 Mobiles

We recently sent South Dakota Dealers the Q1-2003 release of software for the 5100 and 5300, as well as PCConfigure.

Under fringe conditions you may experience a radio malfunction resulting in a locked up radio. The locked up condition can be immediately cleared by turning the radio off and turning it back on. We request that you do not reflash any additional 5300 radios with the Q1 release of software (1.21ARM, 1.44 DSP) at this time.

This issue is currently under investigation and is extremely high on our priority list to resolve. We expect to have a solution by mid-May.

If you have already installed this version of software in some radios, EFJ will reimburse you for reflashing those radios when the new code is released.

**For additional technical questions regarding this Field Service Bulletin, call 1-800-328-3911, ext. 2.**