

## *Field Service Bulletin*

To: This bulletin will only be sent to Specific Customers determined by EF Johnson Sales who may have received 5100 portable radios shipped between June 23, 2004 and August 12, 2004

Subject: Boot Code Correction

EFJohnson has recently made modifications to the 5100 portable radio boot code to prevent possible memory corruption during encryption key downloads. This problem was discovered as a result of our on-going software development activities. Any 5100 portable radio shipped between June 23, 2004 and August 12, 2004 must be upgraded with the new code.

There are 3 options EF Johnson will determine for upgrading their units:

1. In-the-field upgrade by an EFJohnson dealer through a Dealer Reimbursement Program.
2. Field upgrade by EFJohnson factory team.
3. Small quantities may be returned to the factory for upgrade.

The customer can contact the nearest EFJohnson Dealer, per a dealer list provided, to have radio upgraded, or they can contact the EFJohnson Warranty Administrator at 1-800-328-3911, ext. 6970 to arrange otherwise.

EJ Johnson Dealers supporting this are to call the EFJohnson Warranty Administrator at 1-800-328-3911, ext. 6970 to arrange for the receipt of the software, instructions, and reimbursement process.

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