

Field Service Bulletin

To: Authorized EF Johnson Service Support Centers/Dealers who are contacted by EF Johnson to perform the following software upgrade.

Subject: 5100 Boot Code Correction to 5100 portable radios shipped between June 23, 2004 and August 12, 2004

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.

EJ Johnson Authorized Service Support Centers or Dealers who are requested to support 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.

EF Johnson will pay a flat rate of \$35 per unit to upgrade them with this change.

Ray Burbank
Director of Customer Service
EFJohnson
1440 Corporate Drive
Irving, TX 75038-2401

Office: 972-819-0654
Cellular: 214-277-4268
Fax: 972-819-0639

rburbank@efjohnson.com