

Field Service Bulletin

To: Selected Customers with EFJohnson 5300 SEM or UCM model mobile radios and Authorized EFJohnson Service Support Centers/Dealers who are contacted by EFJohnson to perform upgrades.

Subject: 5300 SEM or UCM model mobile radios shipped through August 23, 2004
Units can be identified by the serial number revision letter. Affected units are rev G or H.
Example: 53170G164A 12345

EFJohnson has recently made modifications to the 5300 SEM or UCM model mobile radios, to prevent possible lock ups. This problem was discovered as a result of our on-going field service and development activities. Any 5300 SEM or UCM model mobile radio shipped prior to August 23, 2004 will require at least a software upgrade and in some cases, a hardware upgrade.

There are four (4) updates that may be required to prevent a lock up from happening. However, in most cases the data shows the unit lock ups can be solved with just software upgrades (items # 3 & 4)

1. The addition of a 470pf capacitor to the SEM/UCM board
2. The moving of a jumper on the SEM board
3. The upgrade to the latest Q2 Software Release: SEM 2.4.8 or UCM 3.4.4
4. The use of the latest PC Configure software 1.24.0

In some cases you may have already had your units reflashed with the newest software. If so, and you are not experiencing lock ups, no further action is required.

There are 3 options EFJohnson will consider 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 Authorized Service Center, Service Support Center or Dealer, per a list provided, to have radios upgraded, or they can contact the EFJohnson Warranty Administrator at 1-800-328-3911, ext. 6970 to arrange otherwise.

EFJohnson Authorized Service Centers, Service Support Centers and 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, hardware, instructions, parts and reimbursement process.

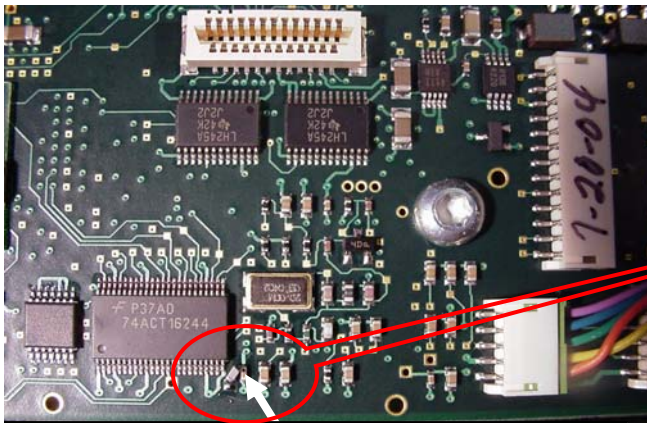
EFJohnson will pay Authorized Service Centers, Service Support Centers and Dealers the following flat rates:

Software upgrade (reflash)	\$35 per unit
Hardware upgrade	\$25 per unit not installed in a vehicle, \$35 otherwise

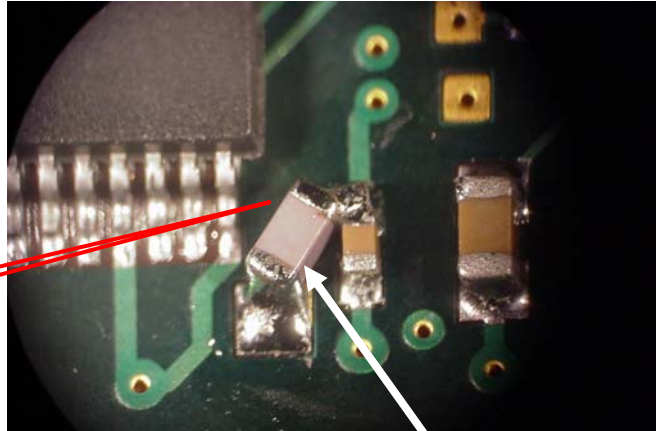
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For Technical Questions regarding this Field Service Bulletin, please contact EFJohnson Technical Support at 800-328-3911, ext. 2. Email Customer Service at customerservice@efjohnson.com

The addition of a 470pf capacitor to the SEM/UCM board:



Add 470pf cap on SPICLK line to 5v supply



Solder 510-3674-471 '603' 470pf cap between TP45 and C30

The moving of a jumper on the SEM/UCM board:

Moved attached wire on assembly from pin 25 (EMC_Wakeup) to pin 24 (GND)

094-5300-699

