

Field Advisory

To: Department of Interior 5300 Series Mobile Operators

Subject: Software Release

Models Affected: 242-53XX-XXX Remote Mount Mobile Radio

Background:

A small percentage of units have exhibited a lock up that requires DC power shut down or total disconnection of DC power. This is experienced in the remote mount 5300 products and is caused by some signal timing scenarios that occur between the microprocessor and control circuits. Although this problem does not impact all the products, EFJohnson feels that the inconvenience and problems it causes the end-user deserve a corrective action plan. We have recently released a new version of operation software that has improved overall performance of the 5300 as well as addressing this issue.

Solution:

Please contact EF Johnson by August 10, 2001 to arrange return of your 5300 radios to EFJohnson for free operating software updates. Upgrades to be completed by November 2, 2001. Operating software cannot be updated in the field because of programming and tuning operations required in the manufacturing area. EFJohnson will provide a method of sending the units into EFJohnson at no charge and will also provide ground shipment back to the customer.

If interested in obtaining this software update free of charge during this limited time offer, please contact our Depot Service Administration staff at:

1-800-328-3911, extension 6936.

We will provide you shipping details including the RMA Number

**For additional technical questions regarding this field advisory,
call 1-800-328-3911, ext. 2.**