

## PRODUCT/PROCESS CHANGE NOTIFICATION (PCN)

**Number: 1907-1**

**Date: 07/29/2019**

**From: Dave Jahr**

**Product Family: All Intel Chipset Based LTE Socket Modems**

**Effective Date: 8/31/2019**

---

### Reason for Change:

Recent upgrades in cellular network infrastructure have uncovered an incompatibility in the software stack provided by Intel that may affect the way certain products decode the System Information Block (SIB) and can result in the inability to register on the network.

For those locations where the infrastructure has been updated, the module will not be able to attach to the LTE Cell. The Module will perform cell selection/reselection onto other 4G Cells, provided corresponding infrastructure has not been upgraded. Modules with 2G/3G capability will fall back to 2G or 3G provided corresponding cell is available.

**Change Category:** Product change.

**Executive Summary:** A firmware change will be implemented to current LTE Socket Modems with Intel based chipsets to circumvent the issue described above. Products in the field should be upgraded to the new firmware version as soon as possible.

### Current Products Affected:

1. LTE910CF V6.00 TBUVN  
FW: 20.00.014

2. LTE910XF v8.00 TAUVN  
FW: 20.00.504/20.00.004

### New Part Numbers as of August 31<sup>st</sup>, 2019:

LTE910CF V6.00 TCUVN  
New FW: 20.10.014

LTE910XF v8.00 TBUVN  
New FW: 20.10.504/20.10.004

**Details and Effect on Product Performance:** No impact to product performance should be observed.

**Process changeover completion:** Q3 2019.

**Janus Contact Person: Dave Jahr, General Manager, Telephone: 630-499-2124**