

To Our Valued Dealers:

We would like to provide you with an update on a failure we have seen with the G5 basestation in the field. This failure shows up as a “BBC Reset” or similar error on the basestation menu screen, and when the basestation is restarted, it often continues to repeatedly fail with this error. As part of our manufacturing process, we always conduct a full release test for start-up and performance. This failure is occurring after the system ships. Thus far, our data shows this error is occurring at a fairly low rate – about 2-5% of the basestations.

In all cases, this error code should be resolved by getting a replacement G5 basestation from 3M. 3M will also compensate for the service call to replace the basestation through the 3M service voucher program.

To initiate the replacement process, please email TACsupport@mmm.com. Please provide the following information in your email:

- Basestation serial number
- Basestation type - single or dual lane
- Location information where the replacement basestation needs to be shipped
- Customer information where basestation was installed (Name, address, city, state and zip)

In 3M's effort to resolve this error, we have isolated the issue to a couple of suspect causes and are in the stage of finalizing the root cause analysis and implementing a corrective action plan into our factory process. We will provide an update when the final system improvement is deployed.