

Crossbow Service Letter			
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**Crossbow Service Letter
CRM500-07-01
CRM500 Serial Number Compatibility**

Rev B

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1 Equipment: CRM500

2 Service Letter Number

CRM500-07-01

3 Effectivity

This Service Letter applies to the following articles:

Remote Magnetometer CRM500GA-200, part numbers 8350-0140-01 and 8350-0140-02 whose serial numbers begin with "06" and contain 10 digits. Units whose serial number begins with "06" and are 8 digits in length are not affected.

4 Reason

CRM500 units shipped in 2006 with serial numbers that have "06" as the first two digits with 10 digit numbers will not be correctly interpreted when used in conjunction with the AHRS500 during normal operation.

5 Description

This Letter describes the conditions and procedures for continued safe operation.

6 Compliance

Mandatory

7 Warranty Information

The standard warranty is limited to repair or replacement of the CRM500 and does not cover removal or installation costs.

8 References

None

9 Background

CRM500's with this symptom will repeatedly set a BIT flag every 20-30 minutes.

10 Operator Action

All CRM500's with serial numbers starting with "06" that are 10 digits in length should be returned to Crossbow for a firmware update and recertification. Customers can contact Crossbow directly using the information below in order to obtain an RMA# for the return of these units.

11 Service Information

As a Crossbow Technology customer you have access to product support services, which include:

- Single-point return service
- Web-based support service
- Same day troubleshooting assistance
- Worldwide Crossbow representation

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- Installation assistance available

Contact Directory

United States: Phone: 1-408-965-3300 (9 AM to 5 PM PST)

Fax: 1-408-324-4840 (24 hours)

Email: techsupport@xbow.com

Non-U.S.: refer to website www.xbow.com