

Crossbow Service Letter			
Doc. #: AHR500-10-01	Rev: A	Effective Date: 10/01/06	1 of 5



**Crossbow Service Letter
AHR500-10-01
AHR500 Supervisory Chip Recall**

Rev A

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1 Equipment: AHRS500/510

2 Service Letter Number

AHRS500-10-01

3 Applicability

This Service Letter applies to the following articles:

AHRS500GA-222, AHRS500GA-226, and AHRS500GA-227 with the following serial numbers:

06002216, 06002231, 06002425, 06002434, 06002418, 06002416, 06002429, 06002426, 06002419, 06002424, 06002420, 06002421, 06002423, 06002234, 06002243, 06002239, 06002254, 06002245, 06002237, 06002255, 06002249, 06002252, 06002246, 06002257, 06005541, 06002244, 06002251, 06002236, 06002250, 06002253, 06002242, 06002256

4 Reason

A recall has been issued by Texas Instruments for a limited number of devices in the TPS382X-XXXXXX family which fail reset output low or continuously reset at random intervals.

The recall affects some but not all lots manufactured by Texas Instruments during September 2005 through June 2006. Texas Instruments claims that the failure may occur in 4% of the parts manufactured in the above time frame. The part under recall is a processor supervisory chip and a failure would cause the processor to be interrupted or not function.

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 AHRS500 and does not cover removal or installation costs.

8 References

None

9 Background

Based on the above information, Crossbow set out to trace all parts purchased with the affected date code. Crossbow completed the effort and has identified the bad date code parts as noted in the Applicability section of this bulletin. Crossbow takes the safety of our customers very seriously and wants to make sure that all efforts are made to provide a product with no known safety issues.

10 Operator Action

Customers with one of the affected serial numbers should contact Crossbow Technical Support immediately in order to obtain an RMA# for the return and repair of their unit.

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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
- 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