



## OVERVIEW

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<b>DATE ISSUED:</b>	July 17 <sup>th</sup> , 2023	<b>TRACKING NUMBER:</b>	4134986
<b>ISSUED BY:</b>	Product Management		
<b>PRODUCTS AFFECTED:</b>	HL7800, HL7800-M, HL7802		
<b>SKUS AFFECTED:</b>	All SKUs		
<b>BULLETIN:</b>	Transition to Critical Maintenance Phase		
<b>URGENCY:</b>	Normal		
<b>EFFECTIVE DATE:</b>	Effective immediately		
<b>FOR DISTRIBUTION TO:</b>	All HL780x customers and their partners		

## Summary

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Sierra Wireless is announcing the transition of the HL7800, HL7800-M and HL7802 modules from active maintenance to critical maintenance. The FW version 4.7.1.1 is the last planned release.

During this phase, new device software will be released if a critical software issue or security vulnerability is discovered. A software issue is deemed to be critical if it causes the Sierra Wireless module to become systemically unavailable or unresponsive, and there is no available resolution or workaround. A security vulnerability is deemed to be Critical if it scores 9 or 10 on the Common Vulnerability Scoring System Version 3.0 (CVSSv3) as determined by Sierra Wireless.

Warranty terms and agreements covering failure analysis on returned units is not affected by this transition.

## Effective Dates

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The transition to the critical maintenance phase is effective now. The critical maintenance phase is expected to last until the end of 2028.

## More information

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For more information please contact your Sierra Wireless sales/technical support person.