



OVERVIEW

DATE ISSUED:	November 29, 2021	TRACKING NUMBER:	4134849
ISSUED BY:	IoT Solutions Product Management		
PRODUCTS AFFECTED:	FX30 LTE-M	FX30 LTE CAT-1 NAM	FX30 LTE CAT-1 EMEA
	FX30S LTE-M	FX30S LTE CAT-1 NAM	WP7702
SKUS AFFECTED:	All active SKUs for products affected		
BULLETIN:	<i>Introduction of alternate memory sources</i>		
URGENCY:	Normal		
FOR DISTRIBUTION TO:	<i>Customers using products affected and their partners</i>		

Summary

Due to the ongoing global electronics supply situation, Sierra Wireless (SWI) is adding alternate memory sources used in the following product families:

- FX30/FX30S LTE-M
- FX30/FX30S LTE CAT-1 NAM
- FX30 LTE CAT-1 EMEA
- WP7702

The changes will not affect any hardware or RF performance and will not impact regulatory and carrier certifications.

Change details

To accommodate the mix of new and existing memories, updated memory drivers including the addition of new memory PIDs as well as the introduction of an anti-rollback mechanism. The anti-rollback mechanism is to avoid downloading previous FW release-package, which does not support new memory PID.

The alternate memory sources and the memory driver updates have no impact on the form, fit, or function of the modem. There is no hardware or RF performance degradation and no impact on regulatory and carrier certification. The internal memory drivers are part of the bootloader. The memory driver updates will simply allow the module to function with new memory parts.

The memory driver updates are implemented in the following firmware (FW) releases:

Product Family	Current FW Release	Updated FW Release with Updated Memory Drivers
FX30/FX30S LTE-M	R9.1.1 R11.0.0	R14.1.1 or newer (Availability: Dec 2021)
FX30/FX30S LTE CAT-1 NAM	R16.0.1	R16.0.2 or newer (Availability: Jan 2022)
FX30 LTE CAT-1 EMEA	R10.1.1	R16.0.2 or newer (Availability: Jan 2022)
WP7702	R9.1 R11.0 R13.0	R14.1.1 or newer (Availability: Dec 2021)

Going forward, products may ship with the current memory sources or the new alternative sources, depending on availability. Products using the new memory source will not function without the updated memory driver. It will not be possible to downgrade to the previous firmware in the future as an anti-rollback mechanism has been implemented to automatically check and ensure that downgrading is not possible.

SWI recommends customers contact SWI customer technical support representatives to get specific details on updates planned for your SKUs.

Timeline

New memory sources and new memory drivers will be introduced starting in March 2022.

More information

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