SIERRA WIRELESS PRODUCT CHANGE NOTICE

OVERVIEW

DATE ISSUED:	*Jul 5, 2021*	**TRACKING NUMBER:**	**4134846**
ISSUED BY:	IoT Solutions Product Management		
PRODUCTS AFFECTED:	• *EM7455, MC7455, EM7430, MC7430* • *EM7411, MC7411, EM7421, MC7421, EM7431, MC7431* • *EM7565, EM7511*		
SKUS AFFECTED:	All active SKUs for products affected		
BULLETIN:	*Introduction of alternate memory sources*		
URGENCY:	Normal		
FOR DISTRIBUTION TO:	*Customers using products affected and their partners*		

Summary

Due to the on-going global electronics supply situation, Sierra Wireless (SWI) is adding alternate memory sources used in the following module families:

- EM7455, MC7455, EM7430, MC7430
- EM7411, MC7411, EM7421, MC7421, EM7431, MC7431
- EM7565, EM7511

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

Change details

To accommodate the mix of new and existing memories, memory drivers have been updated with addition of new memory PIDs as well as anti-rollback mechanism are introduced.

The alternate memory sources and the memory driver update 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 memory driver updates will simply allow the module to function with new memory parts.

Details of the memory driver updates are below:

- Modem FW version will remain the same (i.e. SWI9X50C_01.14.03.00)
- FW carrier PRI version will be advanced (i.e. 002.048_000 to 002.048_001)
- SKU OEM PRI version will be advanced (i.e. 002.004 to 002.005)

ATI return fields will remain the same (i.e. SWI9x50C_01.14.03.00).

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

All active SKUs will be updated with the new memory drivers at the SWI factories. It will not be necessary to update modules previously shipped to the updated releases as those devices do not make use of the new memory sources.

The updated the memory driver releases will be available on the Source (https://source.sierrawireless.com/).

Going forward, modules may ship with the current memory sources or the new alternative sources, depending on availability.

Modules using the new memory source will not function without the updated memory drivers. It will not be possible to downgrade to the previous firmware in the future as anti-rollback mechanism has been implemented to automatically check and ensure that downgrading is not possible.

As the module families typically have multiple memory sources and SWI is simply adding additional memory sources, it is not necessary for customers to re-qualify the SWI products with the new memory component.

Timeline

- New memory sources and the new memory drivers will be introduced, starting in July 2021. It is expected the new memory will be implemented in all affected products by the end of 2021.

More information

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