

FIELD SERVICE BULLETIN



FSB #: 098-41620-002f
DATE: January 14, 2002

2300 Orchard Parkway
San Jose, CA 95131-1017
Customer Assistance Center: 1-408-428-7907
TechSupport.ttm@symmetricom.com

System: GPS-PCI cards.

Product Identity: GPS-PCI
Product Code: 560-5901/5908

Customer Service: 1-888-367-7966 (1) (1) Toll free – North America
1-408-428-7907 (1) (1) Worldwide

2002 Rollover Anomaly Bulletin #6 (PCI)

This bulletin applies to all affected GPS-PCI cards

Resolution Plan:

Symmetricom has developed and tested a software solution for the Year 2002 Rollover Anomaly seen in 560-5901/5908 GPS-PCI cards. This new software corrects the date and year problem you have experienced. We have simulated this solution well into the future and believe we have solved the problem.

We will be sending registered GPS-PCI customers an EPROM, wrist strap, extraction tool, and instructions (with a drawing) for removal of the old EPROM and installation of the new one. This first wave of EPROMs will go out the week of January 14th. Non-registered customers will then be notified of the solution and will be asked for current information so the EPROM with new software can be sent to the appropriate person.

Testing:

GPS simulations and standard function tests were carried out on the new software that was installed in GPS-PCI cards. Year rollovers, leap years, and other random dates were used as test points to verify the solution's validity. We have conducted these tests well beyond the expected and reasonable life of these GPS-PCI cards.

If you are a customer with this problem, we ask that you register on the website at <http://www.symmetricom.com/support/login/register.php> so that we have all of your current information and can send your fix kit more promptly.

We thank you for your patience and apologize again for this unexpected occurrence.