

## Product Bulletin

### GPS Antenna Failures

Date of Issue: August 23, 2016

Sierra Wireless has identified a potential failure issue in specific combination LTE/GPS/Wi-Fi antennas manufactured by Mobile Mark between Nov 2013 and May 2014 and sold by Sierra Wireless as accessories.

This document describes the affected products, issue symptoms, and corrective actions.

#### Issue Description and Diagnosis

The GPS antenna may fail and can no longer acquire satellites in the field. From the oMM Management System dashboard, the GPS antenna connection status appears as a “short circuit” connection even though the cabling appears to be undamaged and connections are secure.

#### Affected Products

The issue affects only specific Mobile Mark antennas sold by Sierra Wireless:

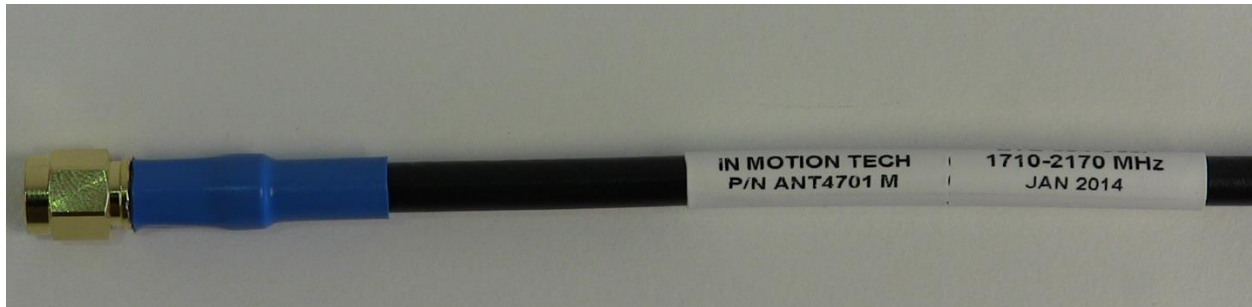
IMTANT3301  
IMTANT4201  
IMTANT4701  
IMTANT4701-BLK

IMTANT4701-M  
IMTANT4701-M-BLK  
IMTANT4702  
IMTANT4703

IMTANT4902  
IMTANT5501  
IMTANT5501-M  
IMTANT5301  
IMTANT5503

### Affected Date Range

Only antennas manufactured with a date-code range of November 2013 to May 2014 inclusive are affected. **The date code is visible on a white label near the connector which connects to the GPS input on the rear-panel of the device.**



### Root Cause and Technical Solution

The root cause of the failure was a manufacturing error in the GPS circuitry. This error was corrected by Mobile Mark in April 2014 and only units within the date-code range noted above are affected by this issue.

### Resolution

Mobile Mark has extended the standard 2 year warranty on the affected devices to 4 years (from date of shipment).

Replacement antennas can be requested on an as-need basis by contacting Sierra Wireless Technical Support and requesting an RMA if an antenna has failed.

Sierra Wireless Technical support is available by phone or email from 6:00 to 17:00 PST, Monday to Friday. We will respond to any incoming request within 2 business hours.

**Phone (Toll Free):** 1-800-468-2968

**Email:** [imt-support@sierrawireless.com](mailto:imt-support@sierrawireless.com)