



# AirLink® MG90 Intermittent Reboot Issue

## OVERVIEW

<b>DATE ISSUED:</b>	13-June-2023
<b>ISSUED BY:</b>	Sierra Wireless Product Management
<b>PRODUCTS AFFECTED:</b>	AirLink® MG90 Routers
<b>FOR DISTRIBUTION TO:</b>	All AirLink® MG90 Customers
	<p>Sierra Wireless has received several reports of MG90 routers experiencing several intermittent reboots where the logs indicate a hardware watchdog timer has triggered the reboots.</p> <p>The root cause of the intermittent reboots has been identified as the substandard assembly of some internal power distribution cables.</p> <p>MG90s experiencing this problem must be returned via the RMA process for repairs or replacement.</p> <p>Contact support if your MG90 router appears to be experiencing intermittent reboots. MG90 routers can be returned for advanced replacement by emailing <a href="mailto:repairs@sierrawireless.com">repairs@sierrawireless.com</a> with the MG90 SKU number and serial numbers.</p>
<b>AFFECTED SKUs</b>	1103980 MG90 LTE-A PRO 1103981 MG90 LTE-A PRO 1103982 MG90 DUAL LTE-A PRO 1103983 MG90 DUAL LTE-A PRO 1104708 MG90 5G 4x4 1104709 MG90 DUAL 5G 2x2



## CONTACT

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<b>SUPPORT:</b>	<p>Ask for support here:</p> <ul style="list-style-type: none"><li>• <a href="http://www.sierrawireless.com/support">www.sierrawireless.com/support</a></li></ul> <p>Sign up to the Source for product resources and subscribe to product bulletins here:</p> <ul style="list-style-type: none"><li>• <a href="http://source.sierrawireless.com">source.sierrawireless.com</a></li></ul> <p>Sign up for Sierra Wireless Security Bulletins here:</p> <ul style="list-style-type: none"><li>• <a href="http://www.sierrawireless.com/company/iot-device-security/security-bulletins">www.sierrawireless.com/company/iot-device-security/security-bulletins</a></li></ul> <p>Ask for advanced replacement here:</p> <p><a href="mailto:repairs@sierrawireless.com">repairs@sierrawireless.com</a></p>
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## REVISION HISTORY

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13-June-2023	Initial Release
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