



Enterprise Mobility Solutions
1301 E. Algonquin Road
Schaumburg, IL. 60196

CR NUMBER: CR13904

DATE: MAY 9, 2010

MINITOR V Product Notification

Due to a factory process change in the battery, Motorola is currently not shipping MINITOR V pagers. The issue has been root caused. We are in the final stages of resolving the issue. Expect periodic communications on progress and resolution via this bulletin. A follow-up notification with the required details will be released once MINITOR V shipment resumes. We are working to resume shipments as soon as possible. At this time, we anticipate shipments to resume the first week in June.

MODEL / SYSTEM AFFECTED:

RLN5707A battery used in the Minitor V pager models:

A01KMS7238BC, A01KMS7239BC, A01KMS9238BC, A01KMS9239BC, A03KMS7238BC, A03KMS7239BC, A03KMS9238BC, A04KMS9239BC, A04KMS7238BC, A04KMS7239BC, A04KMS9238BC, A04KMS9239BC.

CAUSE:

Change in battery manufacturing process.

CUSTOMER ACTIONS:

No immediate action is required. As previously stated, a follow-up notification will be released once MINITOR V shipment resumes. If you are experiencing any issue, please contact the Call Center at 1-800-422-4210 for further assistance.

LABOR ALLOWANCE:

This is an informational notice and no labor allowance is authorized.

RESOLUTION:

At this time, Motorola is in the final stages of characterizing the reported issue and additional information will be provided as it becomes available.