

Product Advisory Alert

Bulletin Number: P-2002-1528-NA

Issue: 1

Date: September 10, 2002

T7406 Cordless Telephone Product Advisory Alert

Problem Description

Nortel Networks is committed to delivering quality products and services to our Channel and customers. As part of this process, we routinely audit and evaluate our products based on strict standards, often times exceeding what is commonly used in the industry. Recent findings indicate that <1% of T7406 cordless telephones do not meet Nortel Networks' high standard for product quality. As a result, T7406 cordless telephone shipments have been temporarily halted until the situation is remedied.

The issue is non-compliant components in the supply chain. As a result, users may experience the following symptoms:

- Handset not synchronizing with the base station
- Excessive static through the receiver (handset or headset)
- Broken speech on transmission

Symptoms may occur immediately or within the first 100 power cycles.

Expected Scope

The following product codes are affected:

- Description: T7406 cordless with wall base. PEC: NT8B45AAAA (all releases)
- Description: T7406 cordless – handset only. PEC: NT8B45AAAB (all releases)
- Description: T7406 wall base. PEC: NT8B45AAAC. (all releases)

T7406 symptoms may be seen while using the following systems:

- Norstar (all releases)
- Business Communications Manager (all releases)

T7406 manufacturing periods include the following:

- September 2001 thru August 2002

Percentage of total T7406 units affected:

- <1%

Expected Solution

Nortel Networks is implementing the following solution:

- Non-compliant components have been purged from the supply chain
- Non-compliant units have been quarantined
- Compliant components have been incorporated into manufacturing
- Repair centers have been trained and equipped to service non-compliant T7406 units
- Audit stations have been established (supplier, logistics center, repair facilities)
- 100% of all T7406 units will be screened at the respective audit stations

All T7406 units screened/inspected, and if required, repaired, shall receive a green dot placed directly on the handset product label (located inside the handset battery compartment). This will allow Channel Partners and customer to quickly identify compliant T7406 units.

Recommended Action

For installed units experiencing excessive static through the receiver, the following action is recommended:

- Ensure that the installation instructions have been followed (refer to the T7406 Installation Guide)
- If the problem persists, contact Nortel Networks technical support

For units not installed and deemed non-compliant (<1%), the following action is recommended:

- Return to the appropriate Nortel Networks repair center

Currently, field repair is not recommended.

Fix Completion Date

This timeframe for resolution is only an estimate.

Repair orders

- In accordance with the published procedure, there will be a 10 business day turnaround on all in warranty repair orders

New orders:

- Shipments of compliant T7406 units will begin the week of September 9th with full recovery of order backlog plus forecast by the end of September

Supplemental Documentation

Should there be a change in this Product Advisory Alert, the bulletin will be revised and communicated.

References and Related Documents

Norstar and data product catalogs

Distributor contract

Ordering/Replacement Guidelines and Procedures

All non-compliant T7406 units have been classified as in warranty and should be routed to one of the facilities below for inspection and/or repair:

United States:

Nortel Networks Repair Service Center

640 Massman Drive

Nashville, Tn. 37210

1.800.251.1758 Option#1

Canada

Nortel Networks North York Repair Service Center

30 Norelco Drive

Weston, Ontario M9L 2X6 Canada

1.888.977.9444

For the complete Nortel Networks repair policy and procedures, please consult your Norstar or data catalog.

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***User Note:** Trademark can be changed as required for the product referenced in the bulletin*