



Motorola Field Service Organization
1313 E. Algonquin Road
Schaumburg, IL 60196

MOTOROLA

June 8, 2006

Recipients of the Fire-Agency VHF interoperability radio:

A problem has been discovered with the programming of the VHF Interoperability radios distributed by MABAS to every fire department in Illinois. The Gray fireground is programmed incorrectly. Each radio will need to be reprogrammed, if it hasn't already, at no cost to the end user before placing into service. In order to accomplish this large task, we are requesting that all fire departments return only their VHF radio in the box provided to our Schaumburg office so that we can reprogram it correctly. The enclosed form will need to be filled out and included in the box along with your VHF radio. Once the box is properly sealed, the enclosed return label will need to be placed on the outside of the box. The fire agency can call UPS at 1-800-PICKUPS for package pickup, or the box can be dropped off at any UPS store, shipping outlet, or UPS facility. We are requesting that we receive all radios back to us no later than, Wednesday, June 28th. Failure to meet this deadline will result in a billable charge to the agency. Once we receive the radios, a qualified Motorola technician will reprogram them correctly and return them to the end users. Please keep in mind that the radios will be reprogrammed using the original template parameters. If an agency added additional channels to the radio above and beyond the basic programming parameters, they will be deleted and need to be added again by your local radio repair shop. Thank you for your cooperation, and we sincerely apologize for any inconvenience this may have caused. If you have any questions or concerns, please feel free to call me at 847-576-0710.

Regards,

Dean Bianco
Motorola Midwest FSO
Service Center Manager
1-847-576-0710

MABAS VHF INTEROPERABILITY RADIO

Serial #: _____

Fire Agency Name: _____

Attn: _____

Address: _____

City: _____

State: IL _____

Zip Code: _____

Comments: _____
