



Business Communications Manager 50 (BCM50) - Manufacturing issue causes BCM50 RIs. 3.0 units to fail

Notice:

This bulletin replaces bulletin 2009009889.3. This update has been issued to communicate some new information regarding the issue.

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STATUS: Active
REGION: APAC
CALA
EMEA
GC
NA
PRIORITY: Major
TYPE: Bulletin

Reissue Reason:

Update bulletin with Class B retrofit information.

Background:

This bulletin has been updated to provide additional information about BCM50 units which have failed in the field due to the issue described in this bulletin. Avaya would like to advise its channel partners and customers not to remove any parts from BCM50 units which have failed due to this issue and not to use any parts from the failed units in other BCM50 units (not even for a short period of time). This includes the hard drive of the BCM50. There is the potential for the failure mode to cause damage to other components in the BCM50 including the hard drive. If the damaged parts are used in another BCM50 unit it might cause further damage to an otherwise good unit.

This bulletin has also been updated to inform partners that a Class B corrective retrofit program (KPD) has been launched for customers affected by this quality issue. Please refer to the Required Actions sections below.

Analysis:

Avaya* has identified an issue with recently manufactured BCM50 RIs.3.0 units. The affected units have a manufacturing defect which will cause the units to fail within days after installation. Affected BCM50 units can be identified through PEC code, serial number and manufacturing date. Avaya is asking its Channel Partners not to install the affected units and return them through the appropriate process.

Avaya has recently discovered that new BCM50 RIs. 3.0 units are failing after being put into operation due to a manufacturing issue. The manufacturing issue will create a short on the main board which will make the affected unit unusable. Failed units cannot be repaired in the field. This defect does not create a safety hazard.

Affected BCM50 units will fail completely, this means the unit and all phones will go out of service. The two status LEDs will be solid amber and do not change. Usually, the two LED are amber for about 18-20 seconds (max. 30 seconds) and then change to different states during the process. However, if this failure occurs they will remain amber. It will not help to power cycle the units or replace the hard drive.

Avaya has been able to determine which BCM50 R3 units are affected by the issue. Only BCM50 RIs. 3.0 units (NT9T6502E5 and any bundles containing this code) manufactured between October 24th, 2009 and November 26th, 2009 are affected.

Affected units can be identified through their part number, serial number and manufacturing date.

The unit is affected by this manufacturing issue only if all three conditions below are met:

* PEC Code: NT9T6502E5 - BCM50 3.0

(this code might have been shipped as part of a marketing bundle, please refer to the list of marketing bundles below)

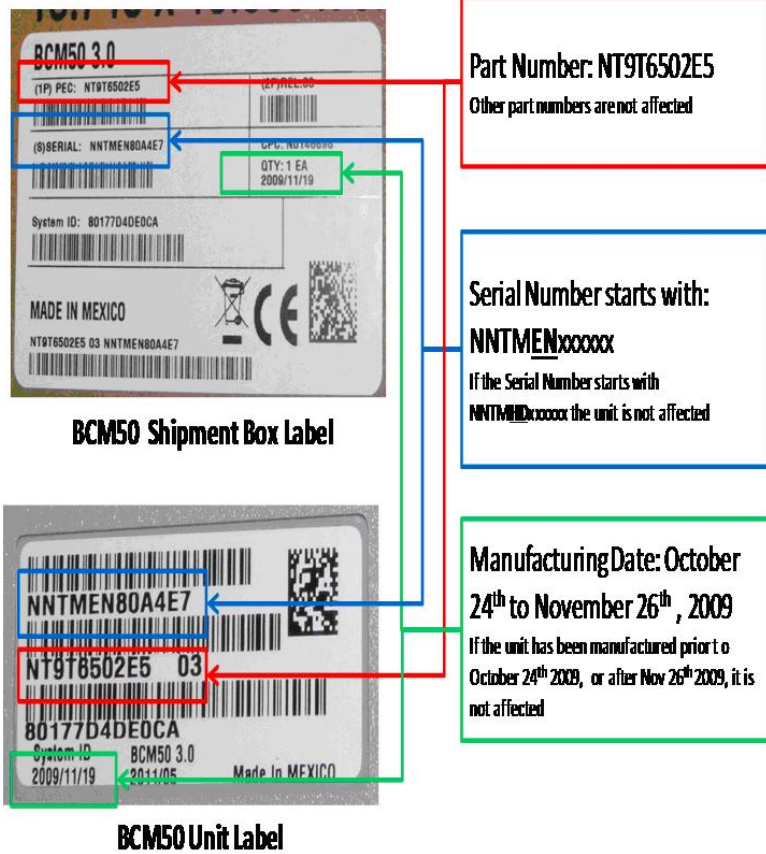
Other BCM50 models (i.e. BRI version or Router versions) are NOT affected by this issue.

* The serial number starts with NNTMENxxxxxx

If the serial number starts with NNTMHDxxxxxx the unit is not affected.

* Manufacturing Date: The unit has a manufacturing date between October 24th and November 26th, 2009

For units manufactured on Nov 27th or later the manufacturing process has been corrected and units are not affected.



The BCM50 version with part number NT9T6502E5 might also have been shipped as part of a marketing bundle. Please refer below for a list of all marketing bundles containing NT9T6502E5:

Base Code		
NT9T6502E5	N0146696	BCM50 3.0
North American Bundles		
NT9T6502BENA	N0172551	BCM50 3.0 for North America (Base bundle with BCM50 3.0 and a NA Power Cord)
NTBU2174	N0172545	NA BCM50 3.0 (4x8x2x2 IP with VM8) Bundle. North American Power Cord included.
EMEA Bundles		
NTE801SM	N0168447	BCM50 TDM Starter - 4 Ext BRI Trunks + GASI
NTE801SQ	N0168450	BCM50 Charcoal TDM Starter - 4 Ext BRI Trunks + GASI
NTE801SQ01	N0197992	BCM50 Charcoal TDM Starter - 4 Ext BRI Trunks + GASI
NTE801ST	N0168453	BCM50 IP Starter - 4 Ext BRI Trunks + GASI
NTE801ST01	N0215340	BCM50 IP Starter - 4 Ext BRI Trunks + GASI
NTE803JA	N0130468	BCM50 TDM Starter - PRI Trunks + GASI
NTE803JD	N0130471	BCM50 Charcoal TDM Starter - PRI Trunks + GASI
NTE803JD01	N0197956	BCM50 Charcoal TDM Starter - PRI Trunks + GASI
NTE803JG	N0130474	BCM50 IP Starter - PRI Trunks + GASI
NTE803JG01	N0215258	BCM50 IP Starter - PRI Trunks + GASI
NTE803JK	N0130477	BCM50 TDM Starter - PRI Trunks + ATA
NTE803JN	N0130480	BCM50 Charcoal TDM Starter - PRI Trunks + ATA
NTE803JND1	N0197962	BCM50 Charcoal TDM Starter - PRI Trunks + ATA
NTE803JR	N0130483	BCM50 IP Starter - PRI Trunks + ATA
NTE803JR01	N0215262	BCM50 IP Starter - PRI Trunks + ATA
NTE803KX	N0130513	BCM50 TDM Starter - 4 Ext BRI Trunks + ATA
NTE803LA	N0130516	BCM50 Charcoal TDM Starter - 4 Ext BRI Trunks + ATA
NTE803LA01	N0198007	BCM50 Charcoal TDM Starter - 4 Ext BRI Trunks + ATA
NTE803LD	N0130519	BCM50 IP Starter - 4 Ext BRI Trunks + ATA
NTE803LD01	N0215328	BCM50 IP Starter - 4 Ext BRI Trunks + ATA
NTE803LG	N0130522	BCM50 TDM Starter - 4 GATI + 2 GASI
NTE803LK	N0130525	BCM50 Charcoal TDM Starter - 4 GATI + 2 GASI
NTE803LK01	N0197998	BCM50 Charcoal TDM Starter - 4 GATI + 2 GASI
NTE803LN	N0130528	BCM50 IP Starter - 4 GATI + 2 GASI
NTE803LN01	N0215331	BCM50 IP Starter - 4 GATI + 2 GASI
NTE803LR	N0130531	BCM50 TDM Starter - 4 GATI + ATA
NTE803LU	N0130534	BCM50 Charcoal TDM Starter - 4 GATI + ATA
NTE803LU01	N0198010	BCM50 Charcoal TDM Starter - 4 GATI + ATA
NTE803LV	N0130535	BCM50 Charcoal TDM Starter - 4 GATI + ATA
NTE803LVW	N0130536	BCM50 Charcoal TDM Starter - 4 GATI + ATA
NTE803LX	N0130537	BCM50 IP Starter - 4 GATI + ATA
NTE803LX01	N0215334	BCM50 IP Starter - 4 GATI + ATA
NTE803MA	N0130540	BCM50 TDM Starter - 4 GATM + ATA
NTE803MD	N0130543	BCM50 Charcoal TDM Starter - 4 GATM + ATA
NTE803MG	N0130546	BCM50 IP Starter - 4 GATM + ATA
SRG50 Rls. 3.0		
NTDW93BA	N0145280	SRG50 Rls3.0 NA CS1000 Bundle (includes base unit with required software and docs)
NTDW93DA	N0146686	SRG50 Rls3.0 NA CS2100 Bundle

All BCM50 units manufactured beginning November 27th, 2009 will not be affected by the issue. Avaya will do everything possible to provide replacement units as quickly as possible.

Avaya corrected the manufacturing process to address the issue. Any BCM50 units manufactured beginning November 27th, 2009 are not affected by the issue. Affected units cannot be repaired in the field and need to be returned to Avaya. Avaya is offering a replacement program to exchange the defective hardware in the field.

This recall has been updated to be a Class B Corrective Retrofit.

Recommendations:

Avaya asks all customers to return affected units through the Class A return process if still new/unopened, or OBF/DOA return process if already installed. Please refer below for the details.

To simplify the identification of good material which is not affected by this issue, Avaya will place a "Green Dot" onto or next to the shipment box label and the unit label of all unaffected units leaving Avaya. This "Green Dot" will be attached to

all good units until the end of 2009.



Channel partner should confirm if any units in their possession are affected by this quality issue. Any affected units which have not been installed at the customer site should not be installed. Affected units which are already installed can be replaced at the channel partner's discretion.

Avaya would like to advise its channel partners and customers not to remove any parts from BCM50 units which have already failed due to this issue in the field and not to use any parts from the failed units in other BCM50 units (not even for a short period of time). This includes the hard drive of the BCM50. There is the potential for the failure mode to cause damage to other components in the BCM50 including the hard drive. If the damaged parts are used in another BCM50 unit it might cause further damage to an otherwise good unit.

Avaya asks all customers to return affected units through the Class A return or OBF (DOA) return process. Please refer below for the details.

Required Actions:

Avaya is offering a replacement program to exchange the defective hardware in the field.

This replacement program is a Class B Corrective Retrofit program.

If you have identified BCM50 units meeting the criteria outlined in this bulletin, please contact your Avaya order management team to request a return. Your request must refer to this bulletin Clarify bulletin (2009009889) or (PAA-2009-0183-Global) and identify whether or not the impacted units have already been opened and placed in service (Class C material) or if they are unopened and unused (Class A material).

For Class A material, please also identify if you will be requiring Avaya to proceed with an advance replacement order or if you wish to return the impacted units for credit only.

For information on Return Materials Authorization, please refer to Return Routing Guide on GPPC under Policies and Procedures.

Attachments:

There are no attachments for this bulletin

Products and Releases:

The information in this bulletin is intended to be used with the following products and associated releases:

PRODUCT	RELEASE
BCM-BCM-BCM50 Global	

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REFERENCE:
PRE-REQUIRED PATCH:
PATCH ID:
FIXED RELEASE: NA

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