



TECHNICAL

BULLETIN

TECHNICAL BULLETIN: 13-07

DATE: March 8, 2013

SUBJECT: Possible Defective Modem Chip used on Triton Traverse and RL/FT Products

AVAILABILITY: All Authorized Triton Distributors and Third Party Service Providers

This bulletin addresses:		Recommended Implementation is:	
	Documentation Changes	X	Now for all affected units
X	Hardware Service Issues		All affected units during next service visit
	Software Announcements		Optional
	Technical Tips		No implementation required

DESCRIPTION:

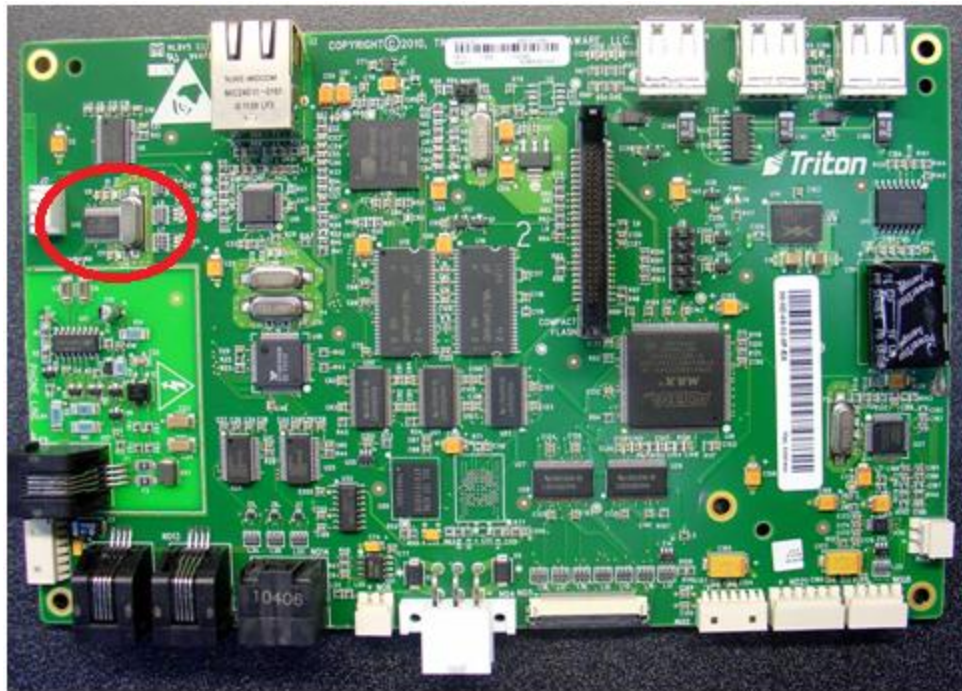
Triton has discovered that defective modem chips may have been used on products produced since February 2012. These products include the Traverse, RL1600, and the USB modem used on the RL2000, RL5000 and FT5000. Part sales may also have been affected.

If you experience either of the following issues:

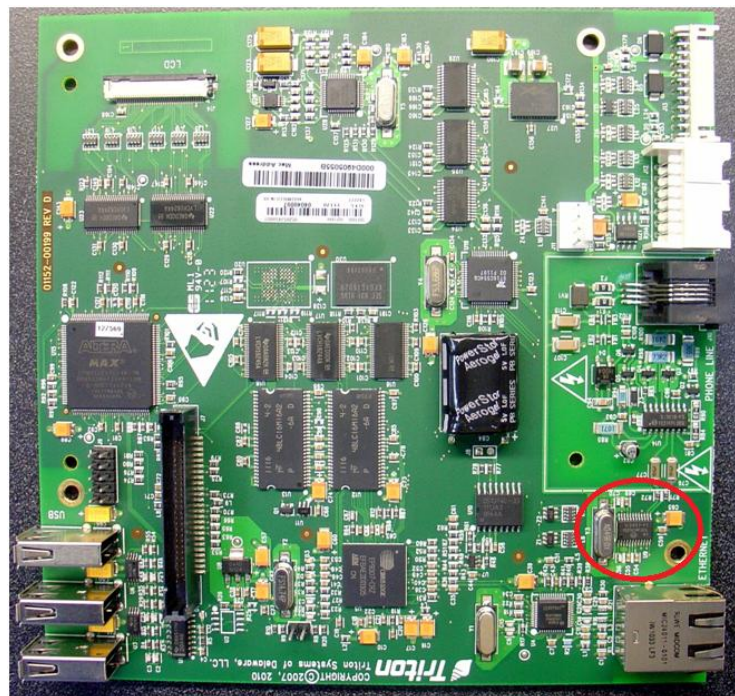
- 1) The ATM will not connect to Triton Connect
- 2) The ATM demonstrates communication failure rates in excess of 1% of total transactions

you may have a defective modem chip.

The defective chips were limited to one lot and can be identified by examining the modem chip's date code. To find the date code, first locate the modem chip using the following photos as a guide:



Location of the modem chip on Traverse



Location of the modem chip on the RL1600



Location of the modem chip in the USB Modem (used in RL2000, RL5000, RT2000 and FT5000)

The modem chip is stamped with part number Si2457.



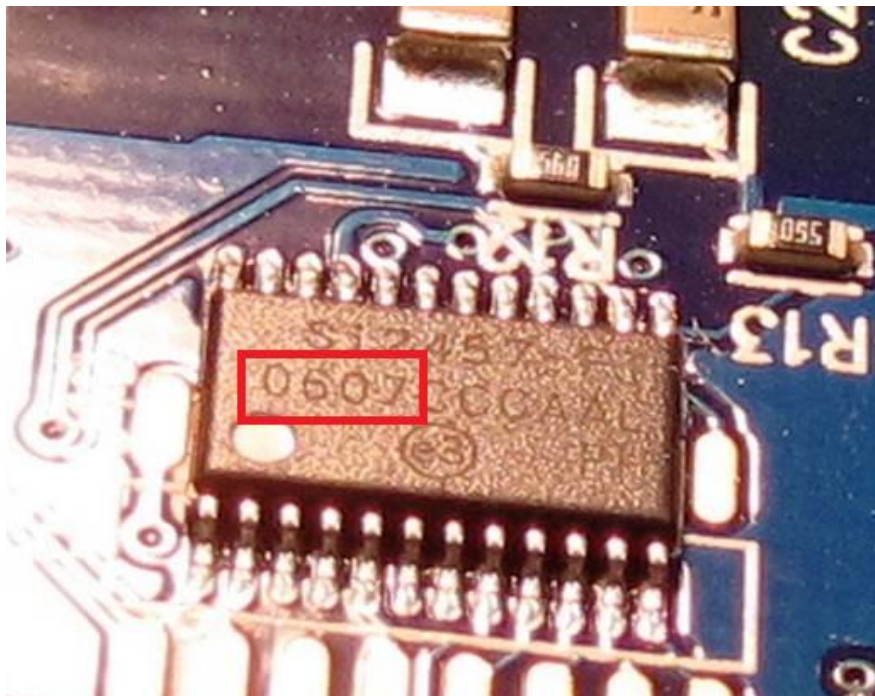
Location of the modem chip part number Si2457



A date code is printed just below the part number. If the date code is 1112, then the chip is from the defective lot.



Modem chip showing date code from the defective lot (1112)



Modem chip showing date code which is not from defective lot (anything other than 1112)



Viewing the date code may be easier when using a cell phone camera or magnifying glass.

Triton will replace main boards or modems with the defective chip. Please contact Triton Customer Service or place orders through ATMGurus for a 13 month warranty replacement.

Triton has reviewed its entire inventory to screen for parts with this defective modem chip. All products shipped from March 1, 2013 will not have this issue.

For clarity, dial modems may have communications issues that are not caused by the modem. Noisy phone lines, shared phone lines, location of ATM relative to compressors or neon signage can result in reduced modem performance.

If you are experiencing excessive communication failures and your modem does not have the defective chip, please call Triton Technical Support for assistance.

If you have any questions, please contact Technical Support or our Parts Department at 1-228-575-3100 from outside North America or toll free in the U.S./ Canada 1-800-259-6672.