Honeywell

Date: July 2023 Technical Bulletin HW23.8

To: All Engineered System Distributors (ESD)

CCM-VZ-HON SIM CARD ISSUE NOTICE – ACTION REQUESTED

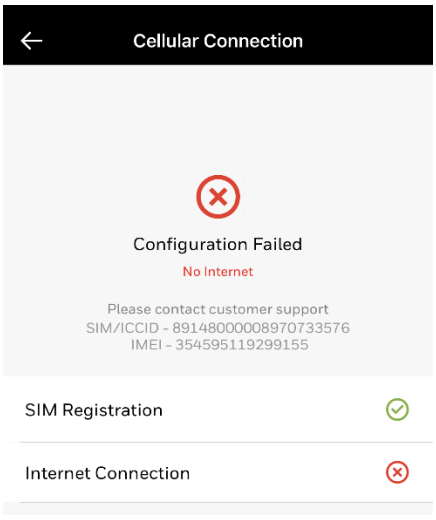
Honeywell has identified a batch of CCM-VZ-HON cellular modules, used as an optional accessory to add Verizon cellular connectivity to the CLSS Gateway (P/N HON-CGW-MBB), shipped with an unsupported SIM card.

The impacted devices were manufactured between March 2023 and July 2023 and have ICCIDs between 89148000008970624080 and 89148000008970941021. The ICCID can be found on the carton box or on the label attached to the device, as shown below.





We request that the effected devices not be installed and activated on CLSS. You may see a “Configuration Failed” error in the CLSS App upon commissioning, as shown below.



If you have already activated the device on CLSS – you will receive an email directly from your CLSS Customer Success Manager. For these installed devices, we are monitoring device health daily and have not noticed any abnormalities to date.

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This issue can be resolved by performing a SIM swap for each effected device. We request that customers follow the below process to acquire a new SIM card and activate the device on Verizon's network.

ACTION REQUESTED:

1. Check if your CCM-VZ-HON stock has an ICCID Between 89148000008970624080 and 89148000008970941021
    a. This can be found either on the carton or device label
    b. Honeywell will also reach out directly if you have activated an effected device on CLSS.
2. Document the IMEI and ICCID numbers of any effected devices in columns B and C in the attached Excel file called "CCM-VZ-HON IMEI to ICCID Mapping"
3. Email clss.quality@honeywell.com to request replacement SIM Cards.
    a. Title email: "CCM-VZ-HON SIM Card Request"
    b. In the email, include the following information:
        - Attach "CCM-VZ-HON IMEI to ICCID Mapping" file listing effected devices.
        - Shipping address for new SIMs.
4. Honeywell will confirm receipt of your email, ship the appropriate number of SIM cards based on the number of effected devices, and reply with the associated shipment tracking number.
5. Upon receipt of the new SIM card(s) - replace the SIM card in accordance with "*Section 4.3.2 Installing a Cellular Module - Replacing the SIM Card*" of the CLSS Gateway Installation and User's Manual (Document LS10248-000HW), which is attached, or available under CLSS Tutorials Help Documents.
    a. **IMPORTANT**: Document which SIM's ICCID number was placed inside which device in column D of the attached "CCM-VZ-HON IMEI to ICCID Mapping" file.
        - It is critical to know which SIM Card (ICCID) is installed into which CCM-VZ-HON (IMEI) so that we may activate the device on the Verizon network.
        - Improper documentation will result in a delay in device activation.
    b. Be mindful not to mix the new SIM sent by Honeywell with the original SIM.
    c. You may discard the original SIM card after removal.
6. Send the "CCM-VZ-HON IMEI to ICCID Mapping" file with updated IMEI to ICCID mappings back to clss.quality@honeywell.comHoneywell will reply via email when the corrected devices are activated on Verizon's network and ready for installation and commissioning on CLSS.

We apologize for the inconvenience this has caused. Please contact your Regional Sales Manager or CLSS Customer Success Manager with any questions or concerns.

Sincerely,

Corbett Kaniff
Offering Manager
Honeywell Fire | CLSS Gateway