



# AFDAU-T1

## Service Information Letter

**SUBJECT: ISSUE RELATING TO ROCKAIR FIRMWARE UPDATE TO VERSION 03.04.19**

To all Customers, Operators and Authorised Installers,

13 March 2021

Effectivity: All AFDAU-T1 installations interfaced with a RockAIR modem.

AMS has been advised of a problem relating to updating the RockAIR to firmware level 03.04.19 when interfaced with an AFDAU-T1. When a RockAIR is updated to firmware level 03.04.19 and is used as a modem for the AFDAU-T1 it no longer passes on event messages generated by the AFDAU-T1.

After investigation, AMS has found that corrective action can be taken by formatting the RockAIR's SD card after the RockAIR's firmware has been updated.

AMS recommends inspection of all systems configured with a RockAIR and AFDAU-T1 for this fault where a recent firmware update has been carried out on the RockAIR. Once corrective action has been taken, a final functional check of the system is recommended.

For further information or assistance with this issue please contact your local authorised installer, AMS or TracPlus.

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