

Quality Assurance Coordination Memo

Honeywell International, Inc
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Plymouth, MN 55441

PRODUCT NAME	HMR3500 DEMO	REF. NUMBER	QA16-001
Customer	All HMR3500/ HMR3500 Demo customers	Initial Issue Date	4/6/2016
Attention	Customer Buyer	Issue # / Date	2/ July 8, 2016
Cord Memo Type	Escape Notification	Originator	Wayne Orf
Status	Open		
Distribution:		Signature	
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SUBJECT: HMR3500 Demo Product Start-Up issue

Scope of Product Affected

All HMR3500 and HMR3500 Demo products

Description of Non-Conformance

Less than 10% of customers have been experiencing corrupted flash memory upon initial power up of some demo units (10-30% of the lot). When this occurs, the serial number reported at start up will be blank or "0" and/or the forward and up directions will show "?". This will result in the part not functioning.

System Effects

Affected units will not return a correct heading and will most likely not respond to motion (no change in heading while moving the compass).

Disposition/Recommendations

Evidence of functionality should be checked upon initial power-up. This condition cannot be corrected by the customer once it occurs; parts will need to be returned to Honeywell for reinstallation of firmware and possible recalibration. Evidence suggests this condition is induced by voltage sag during initial operation. In particular, grounding or ground bounce of the computer USB connection is suspected. But this has not been validated.

Honeywell Actions

Honeywell has a stop shipment in place for these products for our customers with no experience of successful use of this product configuration.

Root Cause Investigation and Corrective Action(s)

A team is actively working a RCCA process to determine a temporary and/or permanent solution for this issue. Follow-up updates of this memo will be provided as the team learns more.

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