

## Remote Speaker Microphone Exposure to Water

Effective Release: 12/14/16

FSB-1216-RSMIMM-08

### PROBLEM DESCRIPTION:



E.F. Johnson Company (EFJohnson) has investigated and resolved recent field reports of muffled audio, on VP400/600/900 portable radios using Remote Speaker Microphones (RSM), after exposure to water incidents such as immersion and heavy driven rain. Users reported degraded audio performance from the microphones for a period of time before the microphone returned to normal operation.

### RESOLUTION:

EFJohnson has worked with the RSM vendor who has corrected the issue that caused the degradation, and we are now offering a replacement RSM for all of our users who currently use our Basic or Premium RSM product. EFJohnson has also enclosed end user instructions on proper usage and positioning of the RSM to maximize audio performance as well as proper techniques for clearing water after a water incident to ensure optimal audio performance at all times. Additionally, these instructions can be accessed [here](#).

### IMPACTED PRODUCT(S):

The following models are impacted and should be returned to your servicing dealer for a replacement. Please note that the associated cable attached to the premium RSM can be retained and installed on the new Premium RSM. It is not necessary to return the cable.

Part Number	Description	Image
589360021008	SPEAKER MICROPHONE, PREMIUM, 18" CORD	
589360021004	SPEAKER MICROPHONE, PREMIUM, 24" CORD	
589360021000	SPEAKER MICROPHONE, PREMIUM, 30" CORD	
589360010018	SPEAKER MICROPHONE, VIKING, BASIC, 18" CORD	
589360010024	SPEAKER MICROPHONE, VIKING, BASIC, 24" CORD	
589360010030	SPEAKER MICROPHONE, VIKING, BASIC, 30" CORD	

For questions regarding this Field Service Bulletin, please contact EFJohnson at 1.800.328.3911, option 3