

# Product Information Bulletin

PIB: JD2022-341

Date: 1 September 2022

Products affected:

Displays – DM1x00

Subject:

Locked Devices with Low Voltage Condition

Component	Final Device
Modified	Release of .HWD v308 due to eMMC Hardware Revision
Date of Introduction	29 August 2022
Customer Action	Customers to update. HWD to v308 or greater

The Embedded Multimedia Card (eMMC) used in the DM1x000 series displays underwent a revision change at a Danfoss Power Solutions sub-supplier. The new eMMC version meets Danfoss Power Solutions requirements and was placed into production starting on units manufactured August 11<sup>th</sup>, 2020. Presence of older eMMC revisions throughout the supply chain has caused multiple revisions to be used intermittently since 2020.

Danfoss Power Solutions discovered a scenario with the eMMC where a low voltage condition could cause the display device to lock and become unrecoverable without a factory reset. To address the unrecoverable scenario, version 308 of the .HWD has been released. Full .HWD version change history included in revision history accessible from GUIDE.

Danfoss Power Solutions advises customers to recompile to .HWD v308 or greater for any devices with a manufacturing date of August 11<sup>th</sup>, 2020 or after. Danfoss Power Solutions highly advises customers to remove all earlier versions of the DM1x00.HWD from the PLUS+1® GUIDE environment.

Please contact your local Danfoss Power Solution representative for questions regarding this information.

All Failure Mode Effects Analysis (FMEA's) and Control Plans affected by this change have been updated. Dimensional (ISIR), Capability (as required), and Measurement studies have been completed with prototypes and will have been verified with production tooling & processes before executing the change.

Copies of the quality documentation supporting this change are available for review at Danfoss Power Solutions.