

Date: May 14, 2014

PMB #: 2440

Business Segment: EMC DCS ENC
 Other

Contact: Alexander Krutzke

Telephone: +1 905 812 6347

Business Unit(s): MCD

E-Mail: Alexander.krutzke@motorolasolutions.com

Urgency Level	Notice applies to regions:	Government:	Published for:	
General Information	<input checked="" type="checkbox"/> North America <input checked="" type="checkbox"/> Latin America	<input checked="" type="checkbox"/> EMEA <input checked="" type="checkbox"/> Asia Pacific	<input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> North America <input checked="" type="checkbox"/> State & Local	<input checked="" type="checkbox"/> Associates <input checked="" type="checkbox"/> Partners <input checked="" type="checkbox"/> Distributors

Description:	VC5090: EOS Plan Announcement
Reason for Change:	PMB2440: End of Sale of VC5090

1. Introduction

The VC5090 is our rugged, high performance vehicle / fixed mounted mobile computer that has been serving our customers since 2006. With the introduction of the VC70 (full screen) and VH10 (1/2 screen) in 2013 customers are transitioning to our newer platforms to take advantage of enhanced feature / functionality. As a result we will discontinue the VC5090 by the end of 2014.

2. Product EOS Timeline and Mapping Table

The planned EOS of the VC5090 is as follows:

Product EOS Timeline*	Date
Planned PMB release date	May 29, 2014
First RMA Request Date for Channel Returns	July 9, 2014
Last RMA Request Date for Channel Returns	July 16, 2014
Last Channel Return Date	Aug. 15, 2014
Last Book Date	Sept. 30, 2014
Last Ship Date	Dec. 31, 2014
End of Engineering Support Date	June 30, 2015
End of Service Date	Dec. 31, 2019
Availability of [replacement product(s)]	Now

*** Note: Any changes to above timeline will be communicated via a revised Distributor Notice (DN) and/or Product Marketing Bulletin (PMB).**

Discontinued Part Number	Description	Suggested Product Family Replacement
VC5090-MA0QM0GH7WR	Full screen	VC70N0-MA0U702G7WR
VC5090-MA0QM0GH8WR	Full screen, freezer	VC70N0-MA0U702G8WR
VC5090-MA0TMQGH7WR	Half Screen	VH10
VC5090-MA0TMQGH8WR	Half screen, freezer	VH10f
VC5090-MA0TMYGH7WR	Half Screen, AZERTY keyboard	VH10 with AZERTY keyboard

All accessories remain available until further notice.

3. Service and Support

In order to better support our customers during the End of Service Life period the following changes are being made to the Service Portfolio of the VC5090.

The following part numbers will be discontinued effective December 31, 2014:

Part Number	Part Number Description
OSB-VC509X-10	1 Year On Site Bronze. Includes Comprehensive Coverage. Check datasheet for regional availability.
SOB-VC509X-30	3 Year Service from the Start On Site Bronze. Includes Comprehensive Coverage. Includes coverage for keyboard. Check datasheet for regional availability.
SOB-VC509X-50	5 Year Service from the Start On Site Bronze. Includes Comprehensive Coverage. Includes coverage for keyboard. Check datasheet for regional availability.

The following part numbers will be no longer be available in the Asia Pacific and EA regions, effective December 31, 2014:

Part Number	Part Number Description
SCG-VC509X-10	1 Year Service Center Gold. Does not include Comprehensive Coverage. Includes coverage for keyboard. (Requires customer-supplied spares pool in NA and LA.) Not available in Asia Pacific or EA.
SSG-VC509X-30	3 Year Service from the Start Service Center Gold. Includes Comprehensive Coverage. Includes coverage for keyboard. (Requires customer-supplied spares pool in NA and LA.) Not available in Asia Pacific or EA.
SSG-VC509X-50	5 Year Service from the Start Service Center Gold. Includes Comprehensive Coverage. Includes coverage for keyboard. (Requires customer-supplied spares pool in NA and LA.) Not available in Asia Pacific or EA.



The following part numbers will continue to be available to support the VC5090:

Part Number	Part Number Description
SCB-VC509X-10	1 Year Service Center Bronze. Does not include Comprehensive Coverage. Includes coverage for keyboard.
SCB-VC509X-30	3 Year Service Center Bronze. Does not include Comprehensive Coverage. Includes coverage for keyboard.
SOB-VC509X-10-R	1 Year Service from the Start On Site Bronze Renewal. Includes Comprehensive Coverage. Includes coverage for keyboard. Check datasheet for regional availability.
SOB-VC509X-20-R	2 Year Service from the Start On Site Bronze Renewal. Includes Comprehensive Coverage. Includes coverage for keyboard. Check datasheet for regional availability.
SSB-VC509X-10-R	1 Year Service from the Start Service Center Bronze Renewal. Includes Comprehensive Coverage. Includes coverage for keyboard.
SSB-VC509X-20-R	2 Year Service from the Start Service Center Bronze Renewal. Includes Comprehensive Coverage. Includes coverage for keyboard.
SSB-VC509X-30	3 Year Service from the Start Service Center Bronze. Includes Comprehensive Coverage. Includes coverage for keyboard.
SSB-VC509X-50	5 Year Service from the Start Service Center Bronze. Includes Comprehensive Coverage. Includes coverage for keyboard.
SSG-VC509X-10-R	1 Year Service from the Start Service Center Gold Renewal. Includes Comprehensive Coverage. Includes coverage for keyboard. (Requires customer-supplied spares pool in NA and LA.)
SSG-VC509X-20-R	2 Year Service from the Start Service Center Gold Renewal. Includes Comprehensive Coverage. Includes coverage for keyboard. (Requires customer-supplied spares pool in NA and LA.)

4. Service and Support: End of Service Life Policy

Motorola Solutions, Inc. (“Motorola”) will provide service and support for products manufactured by Motorola Solutions for a period of five (5) years, commencing on the last day of the product’s final shipment.

Motorola Solutions will make reasonable, commercial attempts to continue to repair products beyond the five-year period at Motorola Solution’s option:

- To meet contract commitments
- Where a significant commercial requirement is identified
- Where Motorola Solutions judges that there is sufficient commercial reason to warrant continuance of repair and support

Should technology used in the product become discontinued, obsolete, or no longer available in the public domain, making parts or assemblies no longer available for these reasons, Motorola Solutions at its discretion will evaluate the impact and if significant, consider the feasibility and economics of a design change to enable continued repair.

The End of Service Life period may be changed at Motorola Solution’s sole discretion.



5. Replacement Products

VH10 and VC70 provide customers cost efficient and feature rich alternatives.

- The VH10 or the VH10f are the products of choice for customers who currently use the VC50 Half Screen.
- Customers who prefer a full screen vehicle computer and have a VC50 Full Screen installation will find with the VC70 a valuable replacement. Like the VH10, the VC70 is available in a freezer variant.

End of Life Timeline Definitions:

First RMA Request Date: first date distributors can request RMA for return of EOL product.

Last RMA Request Date: last date distributors can request RMA for return of EOL product.

Last Channel Return Date: last date physical product returns will be accepted (30 days after approval of RMA)

Last Book Date: last date orders will be accepted for product and/or bundles, kits or system packs containing the product.

Last Ship Date: latest date for which a customer can request product delivery.

End-of-Engineering Support: date when bug fixes, design revisions, and integration with other components, products or solutions will no longer be performed.

End of Service Date: last date when technical support and repair services will be available.

Warranty: Motorola Enterprise Mobility ("Motorola") hardware Products are warranted against defects in workmanship and materials for a period of twelve (12) months from the date of shipment, unless otherwise provided by Motorola in writing, provided the Product remains unmodified and is operated under normal and proper conditions. The sole obligation of Motorola for defective hardware Products is limited to repair or replacement (at Motorola's option) on a "return to service depot" basis with prior Motorola authorization. Motorola's sole obligation for software that when properly installed and used does not substantially conform to the published specifications in effect when the software is first shipped by Motorola, is to use commercially reasonable efforts to correct any reproducible material non conformity (as determined by Motorola at its sole discretion) by providing Buyer with: (a) telephone or e-mail access to report non conformance so that Motorola can verify reproducibility; (b) a software patch or bug fix, if available, or a workaround to bypass the issue, if available; and (c) where applicable, replacement of damaged or defective external media, such as a CD-ROM disk, on which the software was originally delivered.

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