



Product Marketing Bulletin

Date: January 15, 2015

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Business Segment: EMC DCS ENC
 Other

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| Urgency Level | Notice applies to regions: | Government: | Published for: | |
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| 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 State & Local | <input checked="" type="checkbox"/> Associates <input checked="" type="checkbox"/> Partners <input checked="" type="checkbox"/> Distributors |

| | |
|---------------------------|--|
| Description: | MC65: End of Sale Announcement |
| Reason for Change: | PMB2573: End of Sale of MC65 and Transition to MC67 |

1. Transition Overview

UPDATED WITH ADDITIONAL PART NUMBERS

The MC65, a second generation product in this compact rugged form factor, was introduced in September 2010, and has over 500,000 units deployed.

This Product Marketing Bulletin provides advanced notification informing Zebra Technologies valued partners of the end of life plans for MC65 configurations. A product transition timeline and affected MC65 configuration table has been provided. This end of sale timeline reflects our current plan and is effective while supplies last. (see detailed table below in Section 2).

Transition Recommendation:

Customers who have deployed MC65 should consider transitioning to the MC67NA (GSM only) or for North American customers, the MC67ND (GSM or CDMA (Verizon Only)). The MC67 family utilizes the same compact rugged form factor as the MC65 and all accessories are backward compatible.

The MC67 family was introduced in December of 2012, it is a premium HSPA+ or HSPA+/CDMA (Verizon Only) rugged EDA in a field proven form factor that is easy to use and easy to carry for converged voice and data applications inside and outside the enterprise. The MC67 is positioned as a line extension of the very successful MC65, preserving the best polestars while maintaining backward compatibility. Additionally the MC67 incorporates Motorola's latest generation technology platform – Mobility Platform Architecture (MPA) 3.0 based on a dual-core architecture – delivers outstanding application performance while offering application investment protection when transitioning from prior generations of platform-based products.

2. Product Transition Timeline and Mapping Table

| Product Transition Timeline* | Date |
|--|--------------------|
| Planned PMB release date | January 15, 2015 |
| First RMA Request Date for Channel Returns | April 15, 2015 |
| Last RMA Request Date for Channel Returns | April 22, 2015 |
| Last Channel Return Date | May 22, 2015 |
| Last Book Date | June 30, 2015 |
| Last Ship Date | September 30, 2015 |
| End of Engineering Support Date | March 30, 2016 |
| End of Service Date | September 30, 2020 |
| Availability of MC67xx | NOW |

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

| Discontinued P/N | Description | Suggested Replacement P/N |
|--------------------|-------------------------------------|---------------------------|
| MC659B-PB0BAA00100 | WLP,BB,256/1GB,QWERTY,WM6.X,1.5X | MC67NA-PBABAA00300 |
| | | MC67ND-PB0BAA00500 |
| MC659B-PB0BAA00200 | WLP,BB,512/1GB,QT,WM6.X,1.5X | MC67NA-PBABAA00300 |
| | | MC67ND-PB0BAA00500 |
| MC659B-PB0BAB00100 | WLP,BB,256/1GB,NUM,WM6.X,1.5X | MC67NA-PBABAB00300 |
| | | MC67ND-PB0BAB00500 |
| MC659B-PB0BAB00200 | WLP,BB,512/1GB,NUM,WM6.X,1.5X | MC67NA-PBABAB00300 |
| | | MC67ND-PB0BAB00500 |
| MC659B-PB0BFD00100 | WLP,BB,256/1GB,AZERTY,WM6.X FR,1.5X | MC67NA-PBABFD00300 |
| MC659B-PB0BFD00200 | WLP,BB,512/1GB,AT,WM6.X-FR,1.5X | MC67NA-PBABFD00300 |
| MC659B-PB0BGC00100 | WLP,BB,256/1GB,QZ,WM6.X GR,1.5X | MC67NA-PBABGC00300 |
| MC659B-PD0BAA00100 | WLP,BB,CAM,256/1G,QWERTY,WM6.X,1.5X | MC67NA-PDABAA00300 |
| | | MC67ND-PD0BAA00500 |
| MC659B-PD0BAA001TN | WLP,BB,CAM,256/1GB,NUM,WM6.X,1.5X | |
| MC659B-PD0BAA00200 | WLP,BB,CAM,512/1GB,QT,WM6.X,1.5X | MC67NA-PDABAA00300 |
| | | MC67ND-PD0BAA00500 |
| MC659B-PD0BAA002TR | WLP,BB,CAM,512/1GB,NUM,WM6.X,1.5X | MC67NA-PDABAA00300 |
| MC659B-PD0BAB00100 | WLP,BB,CAM,256/1GB,NUM,WM6.X,1.5X | MC67NA-PDABAB00300 |
| | | MC67ND-PD0BAB00500 |
| MC659B-PD0BAB001TN | WLP,BB,CAM,256/1GB,NUM,WM6.X,1.5X | |
| MC659B-PD0BAB00200 | WLP,BB,CAM,512/1GB,NUM,WM6.X,1.5X | MC67NA-PDABAB00300 |
| | | MC67ND-PD0BAB00500 |
| MC659B-PD0BAB002TR | WLP,BB,CAM,512/1GB,QTY,WM6.X,1.5X | MC67NA-PDABAB00300 |
| MC659B-PD0BAE00100 | WLP,BB,CAM,256/1GB,PIM,WM6.X,1.5X | MC67NA-PDABAE00300 |
| MC659B-PD0BAF00100 | WLP,BB,CAM,256/1GB,DSD,WM6.X,1.5X | MC67NA-PDABAF00300 |

| | | |
|---------------------|---|--|
| | | MC67ND-PD0BAF00500 |
| MC659B-PD0BAF00200 | WLP,BB,CAM,512M/1G,DSD,WM6.X,1.5X | MC67NA-PDABAF00300 |
| | | MC67ND-PD0BAF00500 |
| MC659B-PD0BFD00100 | WLP,BB,CAM,256/1GB,AT,WM6.X-FR,1.5X | MC67NA-PDABFD00300 |
| MC659B-PD0BFD00200 | WLP,BB,CAM,512/1GB,AT,WM6.X-FR,1.5X | MC67NA-PDABFD00300 |
| MC659B-PD0BFE00100 | WLP,BB,CAM,256/1GB,PIM,WM6.X-FR,1.5X | |
| MC659B-PD0BGC00100 | WLP,BB,CAM,256/1GB,QZ,WM6.X GR,1.5X | MC67NA-PDABGC00300 |
| MC659B-PD0BGC00200 | WLP,BB,CAM,512/1GB,QZ,WM6.X-GR,1.5X | MC67NA-PDABGC00300 |
| MC659B-PD0BIA00100 | WLP,BB,CAM,256/1GB,QT,WM6.XIT,1.5X | |
| MC659B-PD0BMA001CN | WLP,BB,CAM,256/1GB,QT,WM6.X,CHINESE | MC67NA-PDABMA003CN |
| MC659B-PD0BMB001CN | WLP,BB,CAM,256/1GB,NM,WM6.X,CHINESE | |
| MC659B-PD0BSF00100 | WLP,BB,CAM,512M/1G,DSD,WM6.XSP,1.5X | |
| MC659B-PH0BAA00100 | :WLP,BBDL,CAM,256/1G,QRTY,WM6,1.5X | MC67NA-PHABAA00300 |
| | | MC67ND-PH0BAA00500 |
| MC659B-PH0BAA00200 | WLP,BBDL,CAM,512M/1G,QT,WM6.X,1.5X | MC67NA-PHABAA00300 |
| | | MC67ND-PH0BAA00500 |
| MC659B-PH0BAB00100 | WLP,BBDL,CAM,256/1GB,NUM,WM6,1.5X | MC67ND-PH0BAA00500 (North America Only) |
| MC659B-PH0BRB00203 | WLP,BBDL,CAM,512/1G,NUM,WM6,1.5,RUS | CUSTOM |
| MC659B-PD0BAA00112 | CUSTOM | CUSTOM |
| MC659B-PD0BAA00204 | CUSTOM | CUSTOM |
| MC659B-PD0BAA00208 | CUSTOM | CUSTOM |
| MC659B-PD0BAA00209 | CUSTOM | CUSTOM |
| MC659B-PD0BAA00210 | CUSTOM | CUSTOM |
| MC659B-FIELDMOB | CUSTOM | CUSTOM |
| MC659B-PDVBPAA00200 | CUSTOM | CUSTOM |
| MC659B-PDVBPB00200 | CUSTOM | CUSTOM |
| KT-659B-PB0BAA001 | W/L/P, IMAGER, QWERTY, 256/1GB,WEH6.5, North America only | |
| KT-659B-PB0BAB001 | W/L/P, IMAGER, NUMERIC, 256/1GB,WEH6.5, North America only | |
| KT-659B-PD0BAA001 | W/L/P, IMAGER, CAMERA, QWERTY, 256/1GB,WEH6.5, North America only | |
| KT-659B-PD0BAA002 | W/L/P, IMAGER, CAMERA, QWERTY, 512/1GB,WEH6.5, North America only | |
| KT-659B-PD0BAB001 | W/L/P, IMAGER, CAMERA, NUMERIC, 256/1GB,WEH6.5, North America only | |
| KT-659B-PD0BAB002 | W/L/P, IMAGER, CAMERA, NUMERIC, 512/1GB,WEH6.5, North America only | |
| KT-659B-PD0BAF001 | W/L/P, IMAGER, CAMERA, DSD, 256/1GB,WEH6.5, North America only | |

3. Accessories and Peripherals: Transition Timeline and Mapping Table

The MC65 accessories will continue to be available as they are utilized for the MC67

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

4. 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 MC65

The following part numbers will no longer be available in Asia Pacific and EMEA regions, effective September 15, 2015:

| Part Number | Part Number Description |
|-----------------|---|
| SCG-MC65XX-10 | 1 Year Service Center Gold. Does not include Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA.) Not available in EMEA or Asia Pacific |
| SCG-MC65XX-30 | 3 Year Service Center Gold. Does not include Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA.) Not available in EMEA or Asia Pacific |
| SSG-MC65XX-10-R | 1 Year Service from the Start Service Center Gold Renewal. Includes Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA) Not available in EMEA or Asia Pacific |
| SSG-MC65XX-20-R | 2 Year Service from the Start Service Center Gold Renewal. Includes Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA). Can only be ordered ONCE after initial Service from the Start contract expires. Not available in EMEA or Asia Pacific |
| SSG-MC65XX-30 | 3 Year Service from the Start Service Center Gold. Includes Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA.) Not available in EMEA or Asia Pacific |
| SSG-MC65XX-50 | 5 Year Service from the Start Service Center Gold. Includes Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA,) Not available in EMEA or Asia Pacific |

5. 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.

6. Software Support and Entitlement Process

As of January 1, 2010, customers will not be entitled to receive telephone or e-mail technical support for hardware or software issue diagnosis if their products are not covered under warranty or covered by an Enterprise Mobility Services agreement.

Customers are required to have a valid Zebra Enterprise Services agreement in place to receive software support, which includes technical telephone and e-mail support and the ability to download and use software releases. Customers will need to provide product information when initiating their support requests, including the serial number of the product configuration(s) for which they require software.

Requests to download software releases are completed by submitting the "Request Download" form on Support Central or by calling the Zebra Enterprise support center. The information will be routed directly to a dedicated team that will quickly validate customer entitlement. Customers will then receive an e-mail containing instructions on how to download the appropriate software.

Customers who wish to purchase an Enterprise Mobility Services agreement can do so through the normal channels that they currently use to purchase Zebra products and services.

For more information:

- **Zebra employees:** please visit the [Enterprise Services Marketing Software Support home page](#)
- **Partners:** please visit the Services tab on the Product & Services Central page of the [PartnerCentral](#)

7. Frequently Asked Questions

Q: What is the replacement product for the MC65?

A: The MC67 family will replace the MC65, please see the section 2 for the replacement configurations.

Q: Why is the MC65 going end of sale?

A: The introduction and rapid acceptance of the MC67 Product Family and MC65 component obsolescence are the factors driving this End of Sale – note that the MC65 was released in Q4 2010 and by Q3 2015 – it will have been in-market for five years.

Q: Are the MC65 accessories going End of Sale?

A: No, the MC65 accessories can be used with the MC67.

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: Zebra Technologies Enterprise ("Zebra") 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 Zebra in writing, provided the Product remains unmodified and is operated under normal and proper conditions. The sole obligation of Zebra for defective hardware Products is limited to repair or replacement (at Zebra's option) on a "return to service depot" basis with prior Zebra authorization. Zebra'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 Zebra, is to use commercially

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