

April 9, 2024

Product Replacement Notification: XVN 500 Remote Speaker Microphones (RSMs)

Dear valued customers,

At Motorola Solutions, safety is our priority. We are voluntarily recalling and replacing, for free, all XVN 500 remote speaker microphones (RSMs) due to the potential that certain water exposures could cause some audio distortion.

The potential issue was identified during the annual recertification testing for the XVN 500 RSM. We determined that it results from an unapproved change in a RSM component. We have replaced the component, the RSM has been retested and the Safety Equipment Institute (SEI) has certified the replacement product.

While Motorola Solutions has not received any customer complaints relating to the XVN 500 RSMs, we ask all customers to contact their local Motorola Solutions sales representatives to coordinate a free exchange of RSMs.

Until such time that the RSMs can be replaced, we recommend customers take the following actions if a XVN 500 RSM is doused, sprayed or submerged in water:

- Action 1 - Upon leaving the hazard zone, vigorously shake the RSM to remove excess water from the speaker
- Action 2 - Perform a communication check prior to re-entering the hazard zone to ensure the RSM audio is clear and audible

For manufacturer resellers, please notify any end-users who have purchased XVN 500 RSMs of the product recall and replacement.

If you have any questions about this notification, please contact your Motorola Solutions sales representative for assistance. We appreciate your business and cooperation.

Sincerely,

Warren Albert

Warren Albert
Product Safety Manager
Motorola Solutions, Inc.