



Subject: D22/D25 MSR

Overview

The MSR attached to the D22/D25 has been identified as being too sensitive to track 1 data resulting in numerous bad reads on certain types of magnetic stripes. As a result a new MSR is being released that will replace the existing MSR.

Problem

The MSR may not read some credit cards and gift cards. The following part numbers are affected:

<u>Old FTXS #</u>	<u>New FTXS #</u>	<u>New FCAI #</u>	<u>Description</u>
11000091	11002246	N860-4402-T001\REV12G	D22/D25 MSR 3-Track R2/Wht
11000094	11002248	N860-4402-T011\REV09G	D22/D25 MSR 3-Track R2/Blk
11000093	11002247	N860-4402-T112\REV11G	D22/D25 Keypad/MSR 3-Track R2/Wht
11000096	11002249	N860-4402-T101\REV11G	D22/D25 Keypad/MSR 3-Track R2/Blk

Solution

A swap out program is being initiated to replace older units that were installed at customers prior to this update.

<u>INQUIRIES TO:</u>		<u>DATE</u>
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