



The root cause problem has been identified as an IC failure.

The PCN enables customers who have the affected 1408 or 1416 digital phone to a free of charge replacement unit via the RMA process.

This issue only affects the functionality of the display. There is no impact to ability to make or receive calls, and it is possible that decreasing the contrast level allows the display to be readable.

Based on current returns the boundary is as below, it could change in the future.

For 1408:

Affected product range is 14WZ27xxxxxx to 16WZ40xxxxxx

For 1416:

Affected product range is 14WZ27xxxxxx to 16WZ52xxxxxx