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Service Bulletin

BKSB-1074
Issue Date: 03/31/2022



Issue:

BK Technologies has identified a potential issue which could result in a radio not powering up when the radio operator places the switch into the on position. This condition has only been noted during the power up sequence and has not been noted after the radio has gone through a successful power up sequence.

Importance: High

Affected Models:

All KNG2-Pxxx models built between the 12th week of 2021, and the 4th week of 2022. The affected Serial Number range of this bulletin is as follows: 1006010121120001 thru 1006030122040135.

All KNG-Mxxx, KAA0660, and KAA0670 models built between the 11th week of 2021, and 4th week of 2022. The affected Serial Number range of this bullet is as follows: 1005100121150001 thru 1005110122040122.

Recommended Action:

BK Technologies will extend the original or extended warranty to include an additional 1-year limited warranty for all radios that fall within the above serial number range. The limited warranty is only valid for radios that have experienced the "No Power Up on initial power up sequence".

In the case of a failed radio for the above stated condition, the customer can send their radio back in for repair by contacting BK Technologies Customer Care, care@bktechnologies.com.

The BK Technologies Serial Numbers are read as follows: 1006010121120001, the 21 is the two digit year and the next two digits, 12, represents the week in which the radio was built. In this example, the radio was completed in the week of April 4, 2021.