Loss of RCCR Model Identification

It has come to Ritron's attention that a small percentage (<1%) of RCCR Locomotive Radios in the field have experienced an issue where the RCCR Locomotive Radio is being reset to factory default conditions and thus, custom customer specific radio features are disabled. Unfortunately, the cause is unknown and Ritron has been unable to duplicate the issue. After the issue occurs, the radio is still fully functional as a Locomotive Radio; the factory alignment settings are not affected. However, certain values/features of the radio are reset to that of a standard RCCR prior to any customer specific (rdf.) files being programmed.

The values/features of the radio that are reset to factory default conditions are:

- Model ID
- Preset Volume Settings
- DTMF/Single Tone Timer Settings
- Enable/Disable Keypad Buttons
- Enable/Disable AAR Channel Groups
- Serial Number
- Manufacture Date

Although the exact cause is unknown at this time, Ritron does have a firmware solution. To prevent this issue from occurring, the firmware has been upgraded. The upgraded version of firmware (main_update_2821.s19, or later) will be made available on the Ritron website for field installation. Also, for those users who may have experienced this issue, a new updated version of the RCCR PC Programmer (Ritron Clean Cab Programmer v.1.1.17, or later) will be made available on the Ritron website which will allow the affected radio to be restored to a custom configuration through the programming of either a customer specific programming (.rdf) file or the Ritron Standard programming (.rdf) file.

Any radios returned to Ritron for service will have the upgraded firmware installed. Those radios under warranty may be returned to Ritron for Ritron to perform the upgrade.