



IMPORTANT INFORMATION ABOUT YOUR BOSE® A20® AVIATION HEADSET

Edam (NL), October 15, 2012

We are contacting you to offer you a cable assembly upgrade, free of charge, for your Bose® A20® Aviation Headset. This new cable resolves an issue we've identified in a limited number of field reports in regards to loss of active noise reduction and a temperature rise in the control module.

We've determined that a very small number of cables produced between July 2010 and March 2011 could exhibit this behavior. We have also found that using other than the suggested alkaline battery type can increase the severity of the temperature rise. In the unlikely event that either of these symptoms occurs in your headset, we recommend that you switch to an alternate communication method and use standard cockpit resource management skills to minimize distractions.

Although we believe the chance of this issue occurring is remote, we have created a new, more robust cable that resolves the matter. Even if you have already replaced your cable assembly for any reason, we encourage you to contact us today to receive your new cable assembly.

Please use the attached instructions to identify the production date of your cable and to initiate an exchange for a new cable if appropriate. You can conveniently do this online at A20update.bose.eu or by calling our Aviation Customer Service Department on telephone number +31 (0)299 390 777 to initiate the process.

Your satisfaction is our top priority, and we want your Bose A20 Aviation Headset to provide you with the best experience possible.

Sincerely yours,

Bose B.V.

Patrick Schutterop
Business Manager - Aviation Europe
Noise Reduction Technology Division – Europe

How to obtain a replacement cable for your headset

Follow these steps

By following these steps, you can exchange your A20 Aviation Headset cable assembly quickly and easily

Step 1: Copy the Serial Numbers

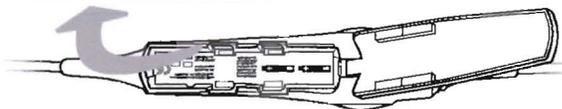
Write down the requested details before you visit the Bose website.

To record the serial numbers:

- A. Open the control module battery compartment and remove both batteries.
- B. Locate the numbers on the silver label inside the battery compartment (not on the lid). Example below.

Silver label

123456-1234
123456C01890856AE



- C. Copy the top number on the line below (6 + 4 digits):

- D. Copy the bottom number (17 digits and letters):

Step 2: Contact Bose

Please visit the Bose website on www.bose.eu/A20update and fill out the online cable exchange form.

For more information please contact Bose Europe:

Phone: +31 299 390 777

E-mail: aviation_europe@bose.com

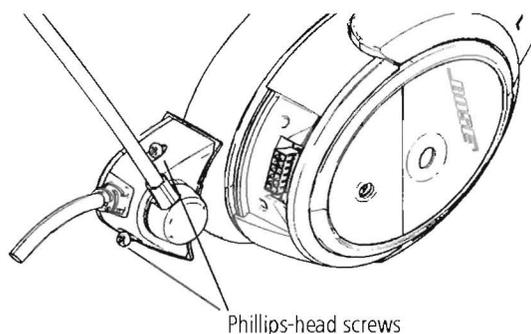
Step 3: Shipping address

In addition to the pick-up address, you have the possibility to have an alternative shipping address for the new cable.

Step 4: Prepare the cable assembly for shipment

To remove the cable assembly and control module from the headset:

- A. Find the two screws on the microphone assembly, located in recesses on either side of the attached cable.



Phillips-head screws

- B. Use a small Phillips-head screwdriver to loosen both screws.
- C. Pull the assembly away from the headset connector.

Step 5: Prepare the cable assembly to be picked-up by UPS

To prepare for the shipment please:

- A. Pack the cable assembly appropriately.
- B. Arrange that the package can be picked up at the indicated address on the requested date
- C. The new replacement cable should arrive within 3 to 4 business days after the return package has arrived in our distribution center.

When your new cable assembly arrives

Follow the instructions included in the carton to re-attach the cable assembly to the headset. You can then use the headset with renewed confidence.

Further Information

How do I know that my headset doesn't have this issue?

Bose continually improves our products. Checking the serial number in the control module to identify the date of manufacture will inform you if you are eligible to exchange the module or not.

What is the date code of the units impacted?

All cables with a date code between 0121 and 1062 should be exchanged. This date code is embedded within the serial number found in the battery compartment of your control module.

Example: **053818C10620445AE**

The date code in the example serial number above is underlined and reads 1062. All numbers lower than this will be accepted for change.

Product with serial numbers after the Julian date code = 1062 will not be accepted for an exchange via this program.

It is important that the date code found in the control module is used – not the headphone date code under the headband pad.

This problem seems to be isolated to the control module, but can I send you my complete headset system and have you change out the cable for me?

We will provide you with a new cable to exchange for your existing cable. This will require you to remove the existing cable (2 captive screws), send it to us, and we will send you a replacement. Since the headset is designed for you to remove and attach cables this is the quickest and most effective method of getting the new cable design on your headset. The cable should be removed by using a small Philips head screwdriver. Loosen the two screws where it attached to the ear cup and gently pull the cable from the headset.

Deciding to replace the complete headset or have Bose change out the cable, would have taken significantly more time due to the demand and number of orders we have awaiting shipment.