

INTERNAL / EXTERNAL

Product Obsolescence Announcement

Bulletin #	CLC03069-702	Date	28 August 2020
Subject	Product End of Life Notification		
Scope	CLC03069-308, CLC03069-309, CLC03069-310		
Type	Control Loading / G-Seat / Motion		

Product Obsolescence Information

The purpose of this document is to communicate Moog's formal plan for the end of lifecycle for the industrial PC with Moog p/n **CLC03069-308** (19" rack mount 2U, core-i5 processor) and the plan for supporting customers in the future. This computer was primarily deployed on Simulation applications. The inventory of the CLC03069-308 will come to depletion.

Product Migration Option

The replacement product is the CLC03069-311. This computer is not compatible with the -308 and require the following:

- For Control Loading: Instructions are available in the document TBD)
 - The software can be upgraded with minimal effort for model conversion when originally running software with v.3.6 or higher.
 - The software needs to be converted and re-compiled when originally running software lower than v.3.6.
- For Motion System:
 - The motion software needs to be upgraded to be able to run on the new computer.
 - If the software is from version 3.8 or higher then the configuration files will work with the latest software application
 - If running from an older software version then a conversion of files is required and Moog needs to be involved.
- For GSeats/Gsuits:
 - The software can be upgraded with minimal effort for model conversion when originally running software with v.3.6 or higher.
 - The software needs to be converted and re-compiled when originally running software lower than v.3.6.

The replacement unit can be slotted into the same rack volume

Ordering Information

The following table establishes the indicative milestone dates for the CLC03069-308 product. Please review this information and plan accordingly.

Milestone	Definition	CLC03069-308
EOL External Announcement	The date that defined the start of the end of lifecycle process for the designated product	Aug-2020
Start of Alternative Sale	The date replacement/alternative products are available for sale	Jan-2020
End of Part Sale	The last date a purchase order will be accepted for spare parts/replacement parts. Subject to order confirmation and availability of parts.	Aug-2021
End of Repair	The last date a purchase order will be accepted for repair of the designated product. After this date repairs will be subject to Moog confirmation and availability of the components / parts.	Oct-2025
End of Support	Product support between "End of Repair" and End of Support" will be limited in nature and remote support will only be provided by the Aftermarket Services team. After this date the product will be deemed OBSOLETE and will no longer be supported.	Oct-2027

System deliveries, starting december 2018, will include the CLC03069-311 (or -312) by default.
Selected repeat orders will still be delivered with the CLC03069-308, -309 or -310.

Please note that every attempt will be made to deliver the quantities requested. However, factors such as parts availability may limit the ability to deliver requested quantities. Any shortfall or delivery issue will be communicated as soon as they are known.

Restrictions, Known Issues

The hardware differences between the two CLCs poses an important software constraint. Please follow the instructions as documented in Field Service Bulletin MTB61658.

For More Information

Many thanks for your diligence, awareness and help in this important process. For more information regarding this announcement, please contact your Moog account manager.

Company Name: Moog B.V.
Division: Simulation Systems
Address: P.O. Box 187
Postal Code: 2150 AD
City: Nieuw-Vennep
Country: The Netherlands

E-mail Address1: aftermarket.services@moog.com
Telephone Number: +31 252 462 000
Fax Number: +31 252 462 001