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Title: Customer Notice – G5 WRNO Firmware Update

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Customer Service Notice – Mandatory Firmware Update for GOES G5 Transmitters w/ Firmware v3.x and v6.x.

Trimble Lassen GPS Module Week Number Roll Over Issue

Date: 2025-09-23

Issue Description – Week Number Roll Over (WNRO)

We are aware that some Axioms with G5's running firmware v3.x and v6.x stopped transmitting or stated transmitting "NO DATA AVAILABLE FOR TRANSMISSION" on Sep 14/ 15. This is due to a week number roll over issue with the Trimble Lassen GPS receiver used in these G5 Transmitters which occurs at a specific interval of 1024 weeks.

Temporary Workaround

GOES transmissions will resume once the unit is power cycled (i.e. disconnect solar panel and then battery, wait 15 seconds, reconnect battery and then the solar panel). The data log dates, however, will use the incorrect 2006 date provided by this GPS receiver.

AEM has released firmware updates to correct the date error.

Required Action

Download the Device Firmware Updater and User Manual from the link below. Refer to section 4.2 UPDATING G5 GOES FIRMWARE and update any affected G5 GOES Transmitters.

<https://ftsinc.com/support/products/software/device-firmware-updater-usb-g5g6-wnro/>

Next Steps

Given the end-of-life status of the G5 product line AEM recommends upgrading to the current GOES G6 transmitter. The G6 offers:

- Modern GPS receiver technology immune to WNRO issues
- Enhanced reliability and performance
- Continued firmware support and product lifecycle
- CS2 protocol compatibility for improved product longevity

Customer Support

For questions regarding this notice or to report transmission issues, please contact AEM Technical Support at 1-800-548-4264

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