

SERVICE BULLETIN

Date: October 2022
Update Number: S2022-07
Subject: Potential Quality Issue in 041A7928-3MC Part
Product Affected: 041A7928-3MC Residential myQ Wall Console

Chamberlain has initiated an investigation into a potential quality issue with the 041A7928-3MC control panels that are sold as a pack-in with certain wall-mount openers. The complete list of SKUs is:

- **Wall-mount Openers with Accessory Packed-in:** RJO20MC, RJO20CMC, RJO20CHMC

Chamberlain is committed to providing only the highest-quality products. Out of an abundance of caution, we are advising all customers to pause selling the products listed above, until we conclude our investigation.

The investigation is our top priority, and we will provide an update on the status of the investigation within the next two weeks. Upon the conclusion of our investigation, we will advise partners on resuming the sale of the products listed above. If you require a wall-mount opener immediately, the RJO70 is in-stock and available to order.

Thank you for your continued support of Chamberlain. If you have any questions regarding this information, please contact your Chamberlain Sales Representative.