

## BCA DOWNGRADES TRACKER2 SOFTWARE UPDATE

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BCA is officially “downgrading” the software update announced earlier this season with much fanfare. In December, 2010, we announced this software update to our retailers, distributors, and North American consumers. This Revision 4 (“R04”) upgrade was intended to address a symptom that we discovered in our lab while testing the effects of static electricity on the device. In our lab, we discovered that it is possible for the unit to switch from transmit to reprogramming (“opticom”) mode if the unit reboots due to static discharge. However we have not been able to reproduce this mode change in the field. We also analyzed 182 Tracker2’s returned for inspection by the Jackson Hole Ski Patrol and Alpine Guides and found that several units that had purportedly changed modes probably did not, but simply had low batteries (when batteries are almost dead, the unit displays “.”, identical to the display shown in opticom mode). After closely analyzing all warranty returns from both the 2009-10 and 2010-11 seasons, including the fleet from Jackson Hole, BCA has determined that no additional corrective action is necessary. We will continue to offer our R04 software update to retailers and distributors that currently have Tracker2 stock. We will continue to update Tracker2’s for consumers on a warranty basis. However, we will not take active measures to gather units in use in the field. Thank you for your patience and support as we investigated this matter.