



HARRIS CORPORATION

Broadcast Communications Division  
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Dear Chief Engineer:

According to our records, it appears that you may still be using one of the following Harris/Gates AM transmitters; Vanguard I/II, BC-1H/1H1, BC-5H/HA, BC-10H. Amazingly, thirty-five years have past since the first Vanguard and BC-H series transmitters shipped. As you know, we at Harris pride ourselves on our service commitment to customers. Our charter is to provide professional technical support and comprehensive parts availability for Harris manufactured products for their practical life span. Because these transmitters have had an exceptional life expectancy, we are now experiencing major parts procurement and documentation issues. Some parts are no longer available from our suppliers, and rapid on-going technology advances are making it even harder to find equivalent parts or recommended alternate solutions.

Due to the above issues, Harris has reviewed our product support capability, parts availability, number of units still in service and changes in the marketplace for the Vanguard and BC Series of AM radio transmitters. Based on this review and because we want to give you time to plan ahead, starting 30 June 2002, we will be discontinuing technical support for Vanguard and BC Series AM Radio transmitters. Technical support includes telephone service, parts, field support, and documentation.

Harris is committed to maintain as many parts as possible for your emergency Vanguard and BC series transmitter needs over the next 9 months. However, if you would like to order spares to have on-hand, we request that non-emergency spares orders be placed before 1 January 2002. At that time, Harris will place last time orders with our suppliers for all requested items. We will also inform you of any items, which are no longer available. Following 31 March 2002, remaining materials for the Vanguard and BC series radio transmitters will be available on a very limited basis.

For special ordering and availability of specific parts, please phone our Parts Department at 217-221-7500. Identify your order request as the Vanguard & BC Series Special Order Program. The department is staffed 24 hours a day. If you prefer, FAX us at 217-221-7086.

Harris recognizes that product support is very important to you. We will continue to offer service, training, and parts on all of our newer model transmitters.

We sincerely appreciate your past business. We hope that Harris has served your needs well in the past and we welcome the opportunity to serve you in the future.

Sincerely,

Dave May  
Director, Harris customer service