

Date: March 15, 2024
Update Number: S2024-02
Subject: Excessive Force Errors or Juddering During Operation
Product Affected: RJO 98022 Medium-Duty

As a follow up to the [P2024-04 - 98022 Force Limit Error Bulletin](#), we have successfully identified the root cause of the recent product issue affecting some 98022 openers. To resolve this product issue, a firmware (FW) update 3.3 is needed to be pushed to the 98022 openers via myQ. For 98022 openers already connected to myQ, we have already started pushing the update automatically. For 98022 openers NOT connected, please follow the steps below.

How to identify if a 98022 opener is on the latest FW version 3.3:

- Using the provided [880LMW Wall Control Panel](#), press and hold the LIGHT button, then press the second navigation button from the left to view the Service menu.
- Use the navigation buttons and scroll to "Software Revision" to display software version information.
- 98022 Garage door openers and service kit logic boards manufactured on and after 03/11/24 will have the updated FW version 3.3. For quick identification, we will be temporarily placing a green dot on the cartons of the 98022 openers and 041DJ003MC logic board Service Kits.

How to update to FW version 3.3:

- Preferred Method: Connect opener to myQ.
 - Intermittent Reversals: Openers connected to myQ will receive an automatic update within 24-48 hours of being connected.
 - Persistent Reversals: If you need an immediate update, take note of the myQ serial number, then contact our residential support to push the FW update.
 - For Partners and Installing Dealers, contact our Residential Support staff at 800.528.6563 to push the update.
 - For Consumers & Homeowners connecting to myQ directly, provide them with 1-800-528-5880 for Residential Consumer Support.
- Alternate Method: For openers not connected to myQ (e.g., customer does not have internet connection, customer does not want to be connected, unoccupied residence)
 - If you cannot connect to myQ, a replacement logic board with the corrected firmware manufactured on or after 03/08/24 will need to be installed.

We apologize for any inconvenience this may cause with you and your customers and appreciate your cooperation in ensuring that the 98022 receives the updated FW version 3.3.

For additional Partner questions, comments, or concerns not covered in this Bulletin, please contact your local Sales Representative.

Thank you for your continued trust and support.