

MOTOTRBO XPR 3000e Series radios lifecycle support notice

All North America channel partners

April 24, 2025

Overview

Motorola Solutions is announcing the cancellation of the MOTOTRBO™ XPR 3000e Series two-way radios in North America.

Canceled and replacement products

CANCELED PART NUMBER	CANCELED PRODUCT DESCRIPTION	SUGGESTED REPLACEMENT PART NUMBER	SUGGESTED REPLACEMENT PRODUCT DESCRIPTION
AAH02JDC9VA1AN	XPR 3300e 136 – 174 5W NKP Wi-Fi Capable	AAH07JDC9SA1AN	MOTOTRBO R5 136 – 174 MHz 5W NKP Wi-Fi / BT
AAH02RDC9VA1AN	XPR 3300e 403 – 512 4W NKP Wi-Fi Capable	AAH07RDC9SA1AN	MOTOTRBO R5 400 – 512 MHz 4W NKP Wi-Fi / BT
AAH02JDH9VA1AN	XPR 3500e 136 – 174 5W LKP Wi-Fi Capable	AAH07JDH9SA1AN	MOTOTRBO R5 136 – 174 MHz 5W LKP Display Wi-Fi / BT
AAH02RDH9VA1AN	XPR 3500e 403 – 512 4W LKP Wi-Fi Capable	AAH07RDH9SA1AN	MOTOTRBO R5 400 – 512 MHz 4W LKP Display Wi-Fi / BT

Key dates

MILESTONE	DATE
Last order date	June 30, 2025
Last ship date	August 31, 2025
Software support end date	June 30, 2030
Last hardware repair renewal date	June 30, 2030

Service and support

Following the cancellation of the MOTOTRBO XPR 3300e & 3500e devices, it will be possible to obtain a service renewal, covering software and technical support, for a duration no longer than five years from the product cancellation date, as defined in this product cancellation notice. Following the cancellation date, renewal of hardware repair service contracts will not be available unless otherwise stated in writing by Motorola Solutions. MOTOTRBO XPR 3300e & 3500e devices that, at point of cancellation, are under an active hardware repair service agreement, will be supported for the duration of their service contract.

For products not under hardware repair support at the point of cancellation, or whose support contract expires, repair, unless notified within the cancellation policy, can be obtained at a set charge while the supply of parts is available.

From the cancellation date in this document, Motorola Solutions will make a commercially reasonable effort to support software maintenance for a maximum duration of five years and hardware maintenance for a maximum duration of five years. These durations are not guaranteed and may change with no notice depending on demand and related component availability or whether, due to component compatibility, legacy products are unable to support the latest software releases. Following the period of commercially reasonable effort, software maintenance will no longer be available, and repair will be limited to the availability of spare parts held within the Repair Center. No further effort will be made to source parts outside of the Motorola Solutions Repair Centers.

For more information

If you have questions regarding this notification, please contact your Motorola Solutions account representative.