

**Motorola Solutions Technical Notification (MTN)**

**TITLE:** MINITOR VI Pager Intermittent charging issues

**TECHNOLOGY:** Minitor VI - Paging Devices

**SYMPTOMS:**

- Minitor VI Pager has intermittent charging
- Minitor VI Pager will not charge

**Note:** Please see [Appendix-A](#) for additional symptom details

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

- Minitor VI with concave I/O connector pins (Pre-June 2015).
- Single Unit Charger (SUC) model RLN6505A with date code 5151 or earlier.

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Accumulation of debris (dirt, fibers and other non-conductive material) in Minitor VI I/O connector.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

Cleaning the Minitor VI I/O connector regularly can eliminate or reduce the problem. Please refer to FSB10966B for I/O connector cleaning recommendations and instructions. It is recommended to perform this cleaning once a month.

**RESOLUTIONS AND REPAIR PROCEDURES**

- 1) Schedule regular cleaning of the contacts of the pager per FSB10966B.
- 2) If charging issues are still experienced after cleaning and you have one or both of the following proceed to Appendix A:
  - a. I/O connector with concave pins (Pre-June 2015)
  - b. Single Unit Charger (RLN6505A) with date code 5151 or earlier

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

N/A

**ADDITIONAL INFORMATION:**

Minitor VI with concave I/O connector pins (Pre-June 2015).

**Non-UL models**

<b>Model Number</b>	<b>Model Description</b>
A03JAC8JA2AN	143-174MHZ SGL CH NON-UL M6 PAGER
A03JAC9JA2AN	143-174MHZ FIVE CH NON-UL M6 PAGER
A04QAC8JA2AN	406-430MHZ SGL CH NON-UL M6 PAGER
A04QAC9JA2AN	406-430MHZ FIVE CH NON-UL M6 PAGER
A04RAC8JA2AN	450-483MHZ SGL CH NON-UL M6 PAGER
A04RAC9JA2AN	450-483MHZ FIVE CH NON-UL M6 PAGER
A04SAC8JA2AN	479-512MHZ SGL CH NON-UL M6 PAGER
A04SAC9JA2AN	479-512MHZ FIVE CH NON-UL M6 PAGER

**UL models**

A03JAC8JA1AN	143-174MHZ SGL CH UL IS M6 PAGER
A03JAC9JA1AN	143-174MHZ FIVE CH UL IS M6 PAGER
A04QAC8JA1AN	406-430MHZ SGL CH UL IS M6 PAGER
A04QAC9JA1AN	406-430MHZ FIVE CH UL IS M6 PAGER
A04RAC8JA1AN	450-483MHZ SGL CH UL IS M6 PAGER
A04RAC9JA1AN	450-483MHZ FIVE CH UL IS M6 PAGER
A04SAC8JA1AN	479-512MHZ SGL CH UL IS M6 PAGER
A04SAC9JA1AN	479-512MHZ FIVE CH UL IS M6 PAGER

**Single Unit Charger**

RLN6505A	Minitor VI Standard Single Unit Charger
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**LABOR ALLOWANCE:**

This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

**Appendix A – Minitor VI I/O connector/charger replacement requirements**

The following requirements must be met in order for units to qualify for service under this MTN. Units sent to the Motorola Service Center that do not fully meet the requirements will be returned in the condition they were received.

There are 2 options that a customer can choose as part of this repair service. Here is a quick guide to assist you in determining what option is applicable under this MTN:

<p>Does Minitor VI pager have I/O connector with concave pins? (Figure 1)                  AND                  Single Unit Charger (RLN6505A) has datecode 5152 or later? (Figure 2)</p>	<p>Yes → Choose <b>Option A</b>                  Only your Minitor VI requires service</p>
<p>Does Minitor VI pager has I/O connector with concave pins? (Figure 1)                  AND                  Single Unit Charger (RLN6505A) has datecode 5151 or earlier? (Figure 2)</p>	<p>Yes → Choose <b>Option B</b>                  Both your Minitor VI and charger require service</p>



Figure 1 - Minitor VI with I/O connector concave pins



Figure 2 - Date code location in Single Unit Charger RLN6505A (engraved)

**Option A – Send Minitor VI Pager only**

You have determined that only the Minitor VI pager requires service according to the requirements so there is no need to send in the Single Charger Unit.

Requirements:

- Minitor VI must have I/O connector concave pins (Figure 1)
- Minitor VI must be sent in alone

Notes:

- I/O connector will be replaced with flat pins connector at no charge to the customer.
- Units sent in that already have the I/O connector with the flat pins will not have the connector replaced and returned in the condition they were received.
- No other repair will be performed under this MTN.
- Regular maintenance/cleaning of I/O connector pins on a regular basis as specified in FSB 10966B is still good practice after replacement.

**Option B – Send Minitor VI Pager AND Single Unit Charger (RLN6505A)**

You have determined that both the Minitor VI and the Single Unit Charger require service according to the requirements so you need to send both units in the same package.

Requirements:

- Minitor VI must have I/O connector concave pins (Figure 1)
- Single Unit Charger (RLN6505A) must have a date code 5151 or earlier (Figure 2)
- Minitor VI and Single Charger Unit must be sent in together as a package

Notes:

- I/O connector will be replaced with flat pins connector at no charge to the customer.
- Single Unit Charger (RLN6505A) will be repaired/replaced at no charge to the customer.
- Minitor VI units sent in that already have the I/O connector with the flat pins will not have the connector replaced and will be returned in the condition they were received.
- Single Unit Chargers sent in that have a date code 5152 or later will not be serviced and will be returned in the condition they were received.
- Single Unit Chargers sent in alone (any date code) will not be serviced and will be returned in the condition they were received.
- No other repair will be performed under this MTN.
- Regular maintenance/cleaning of I/O connector pins on a regular basis as specified in FSB 10966B is still good practice after replacement.

For Option A and B send units to the Motorola Solutions Service Center and reference this MTN.

<p>United States: Motorola Solutions - Pager Repair 1220 Don Haskins Dr. Suite A El Paso, TX. 79936 1-800-227-6772</p>	<p>Canada: Motorola CTLC 181 Whitehall Dr. Markham, ON L3R 9T1 800-543-3222</p>
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For assistance with this MTN please contact your MSI Technical support center

[https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)

# Instructions to Return Minitor VI for MTN-0080-17-NA

Complete Customer Information Section and Unit Information Section of Repair Request Form-

Do not send battery or belt clip

**Print** MTN-0080-17-NA

Mail Pager, Charger, Repair Request Form AND Copy of MTM-0080-17-NA

To:

Motorola Service Center

45 D Butterfield Trail

El Paso, TX 79906

**MOTOROLA-PAGER REPAIR**

**1220 DON HASKINS DR SUITE A EL PASO, TX 79936**      **PHONE: 1.800.227.6772**  
**FAX: 1.800.318.0281**

**CUSTOMER INFORMATION**

Customer # \_\_\_\_\_ SHIP TAG# \_\_\_\_\_

**SHIP TO ADDRESS:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Company Name \_\_\_\_\_  
Street Address \_\_\_\_\_  
(Cannot be PO Box)

City, St and Zip \_\_\_\_\_

Technical Contact Number (check if phone number supplied is for a technical contact)

Phone \_\_\_\_\_ Contact Name \_\_\_\_\_

Fax \_\_\_\_\_ Email Address \_\_\_\_\_

**BILL TO ADDRESS:**  Same as ship to address      BILL TAG# \_\_\_\_\_

Company Name \_\_\_\_\_

PO Box or Street Address \_\_\_\_\_

City, St and Zip \_\_\_\_\_

CUSTOMERS WITH AN AVERAGE MONTHLY ACCOUNT BALANCE OF \$500 OR LESS WILL REQUIRE CREDIT CARD PAYMENT FOR NON-WARRANTY REPAIRS

**UNIT INFORMATION**

MODEL # _____	DATE OF MANUFACTURE
	(YR) Position 5    (MO) Position 6
SERIAL # _____	F 2005    A/B    JAN
	G 2006    C/D    FEB
	H 2007    E/F    MAR
	J 2008    G/H    APR
	K 2009    J/K    MAY
	L 2010    L/M    JUN
	M 2011    N/P    JUL
	N 2012    Q/R    AUG
	P 2013    S/T    SEP
	Q 2014    U/V    OCT
	R 2015    W/X    NOV
	Y/Z    DEC

**PLEASE IDENTIFY END USER (IF APPLICABLE)**

END USER NAME \_\_\_\_\_

END USER CUSTOMER NUMBER (IF KNOWN) \_\_\_\_\_

Standard Warranty Coverage Period is identified by APC or first 3 digits of serial number. Duplications of APC codes may occur.

Example:    \_\_\_\_\_

1 yr Standard Warranty Manufactured in October, 2009 - Warranty Expires October 31, 2010

YR = Year    MO = Month

If the standard warranty has expired, you must complete the AUTHORIZATION section

**SYSTEM**

<input type="checkbox"/> Conventional-H35	<input type="checkbox"/> Smart Net-H37	<input type="checkbox"/> Other	<input type="checkbox"/> SP Options	<input type="checkbox"/> Factory Mutual (FM) Option
<input type="checkbox"/> Astro Analog	<input type="checkbox"/> Smart Zone-H38		<input type="checkbox"/> Privacy Plus	<input type="checkbox"/> Other
<input type="checkbox"/> Trunking	<input type="checkbox"/> Astro Digital		<input type="checkbox"/> MDC (Motorola Data Communications Signaling)	

**IS THIS UNIT ENCRYPTED?(SECURE)**    YES \_\_\_ NO \_\_\_

**IF YES, WHAT TYPE OF ENCRYPTION:** \_\_\_\_\_

**ACCESSORIES**

**Please DO NOT Send Accessories**

Other - Only if needed

Notes: \_\_\_\_\_

**MTN-0080-17-NA**

Firmware Version \_\_\_\_\_

Notes line 1: \_\_\_\_\_

Notes line 2: \_\_\_\_\_

TICKET# / REQ ID \_\_\_\_\_

DOMESTIC USE ONLY    RETURN REASON \_\_\_\_\_

**MOTOROLA USE ONLY**

**SYMPTOM**

<input type="checkbox"/> No / Low Power	<input type="checkbox"/> No Trunking	<input type="checkbox"/> No PL / DPL	<input type="checkbox"/> Secure
<input type="checkbox"/> No Receive	<input type="checkbox"/> Constant Tone	<input type="checkbox"/> Cannot Read / Program	<input type="checkbox"/> Blows Fuse
<input type="checkbox"/> No Transmit	<input type="checkbox"/> Intermittent	<input type="checkbox"/> Fail Code	<input type="checkbox"/> No Squelch
<input type="checkbox"/> No / Low Audio	<input type="checkbox"/> Dead	<input type="checkbox"/> DAMAGE:	
<input checked="" type="checkbox"/> Other / Specific Details:	MTN-0080-17-NA		

**If damage is found what would you like us to do? Please check whichever is applicable.**  
(If checkmark is not present, an estimate will be done at the prevailing rate.)

Check One:     ESTIMATE (FEE APPLICABLE)     DO NOT ESTIMATE (FEE NOT APPLICABLE)

Engraving note: \_\_\_\_\_

LINE 1 \_\_\_\_\_  
LINE 2 \_\_\_\_\_

Please include programming information if applicable.

**Purchase Order Information**    **PO#** \_\_\_\_\_

**SPECIAL SERVICES OR REPAIR SERVICE ADVANTAGE (Choose all that apply)**

<input type="checkbox"/> RSA - Repair Service Advantage / Extended Service Options	<input type="checkbox"/> Date of Sale Warranty (Please provide proof of purchase)
<input type="checkbox"/> Bid & Quote # _____	<input type="checkbox"/> Service Repair Note (SRN) / Field Service Bulletin (FSB)
Motorola Authorized Number _____	SRN/FSB# _____
<input type="checkbox"/> CP or SP Authorization Number _____	(Product Service Authorized Number)

**CONTRACT INFORMATION**

Contract Number \_\_\_\_\_

RSA Comprehensive     Contract Number \_\_\_\_\_

Bill me for any above contract charges

**OUT OF WARRANTY (Pick appropriate billing rate)**

Flat Rate Only

Time & Material    Do Not Exceed \_\_\_\_\_    **\$40.00 Estimate Fee Applicable**  
(Only for units without a Flat Rate)

All units not covered under flat rate and/or above flat rate will be estimated and called on to seek approval

**BILLING INFORMATION** (Customers without a Motorola account or with an average monthly balance of \$500 or less require credit card payment for non-warranty repairs.)

Bill my MOTOROLA ACCOUNT (for non-warranty repairs)

Bill my RRB/SRB#    **RRB/SRB#** \_\_\_\_\_

Check Included (Please reference serial number(s) on check)

Taxable (Please include applicable sales tax)     Tax exempt (Please include tax exempt form)

Credit Card Charges - Utilize MOL (Motorola On Line)  
In order to use Credit Card as a form of payment, access MOL (Motorola On Line) Initiate Service Request.

**OR**  
You may call 800.227.6772 and give your credit card information.

GCC

\*\*\*Note\*\*\* By sending equipment to the Motorola Radio Support Center (RSC), Customer authorizes the RSC to bill Customer at the RSC's prevailing rates for service (or, if applicable, the estimate fee provided to Customer) provided on the equipment (unless such equipment is covered under a Motorola warranty or other formal contract duly signed by an authorized signatory of Motorola, in which case the warranty or such other formal contract shall apply). The terms and conditions for such service shall be the RSC's standard terms and conditions for such service (or, if applicable, the provisions of such warranty or other formal contract). If Customer has sent in a purchase order, then the RSC's standard response to common purchase order terms and conditions shall apply (or, if applicable, the provision of such other formal contract), instead of the terms and conditions on the purchase order. In no event shall terms and conditions on a Customer purchase order apply. By permitting this equipment to be sent to the RSC for service, Customer affirms that the sender is authorized to do so in accordance herewith. Customer shall be bound by the terms of this Subscriber Repair Request Form (SRRF) whether or not this SRRF is signed. Customer understands that, should equipment be returned unrepaired, the sender will