

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Premature low battery alert and/or battery shutdown with SRX2200BN / APX6000BN 700/800MHz radios and NNTN8930A Batteries

**TECHNOLOGY:** ASTRO Subscriber

### **SYMPTOMS:**

Under certain conditions such as cold temperatures below 32°F, a user can experience an indication of premature low battery while transmitting even though the fuel gauge may indicate >50%. In extreme conditions the battery may shutdown requiring the user to remove the battery to reset the battery.

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

H98UCD9PW5BN  
H98UCF9PW6BN  
H98UCH9PW7BN  
H99UCD9PW5BN  
H99UCH9PW7BN

APX 6000 / 60000 XE BN or SRX2000 BN using or planning to use NNTN8930 or NNTN8930 [V1] or NNTN8930 [V2] batteries.

### **SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

### **ROOT CAUSE / DEFINITIVE TEST:**

Under certain conditions the radio and NNTN8930 battery combination will draw more current than design anticipated.

### **WORKAROUNDS AND CORRECTIVE ACTIONS:**

Customers can use the NNTN8921 (High Capacity Battery) or the PMNN4547 battery as a substitute.

### **RESOLUTIONS AND REPAIR PROCEDURES:**

For Rev A version Tanapa Radios:

Serial number range 470/481/756CSQxxxx - 470/481/756CSX

**Radio and battery** should be returned to the following Motorola authorized depots for upgrade (do not send any other accessories or antenna please). Batteries will be replaced with the V2 version of the NNTN8930. *Radios will be returned with updated firmware as well.*

Federal Technical Center  
10105 Senate Drive  
Lanham, MD 20706  
800-969-6680  
REF MTN-0001A-17-NA

Motorola Canadian Technical Logistics Center  
181 Whitehall Drive  
Markham, ON L3R 9T1  
800-543-3222  
REF MTN-0001A-17-NA

If the radio already has a green dot on the left sidewall of the radios battery compartment (as seen below), the radio will not need to be sent into the depots as it has already had the board modification done

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For Revision B version Tanapa Radios:

Please contact Motorola AAD (Parts Dept) at 1-800-422-4210 to order/obtain a replacement battery and/or carry case at no charge.

**Note:** If you have purchased a carry case from MSI and are replacing the NNTN8930 battery with the PMNN4547 MSI will provide a replacement Carry case at no charge. **Factory Orders** will be needed for validation.

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

If replacing with PMNN4547 Radio will require a new Carry Case

	Current PN	New PN
Plastic Holster for APX6/8000	PMLN5709A	PMLN7901A
Plastic Holster for APX6/8000XE	PMLN5880A	PMLN7902A
Leather case for APX6/8000	PMLN5657B (Swivel D Clip)	PMLN7904A (Swivel Dclip)
	PMLN5658B (Fixed BL)	PMLN7903A (Fixed Belt Loop)
Leather case for APX6/8000XE	PMLN5875A	PMLN7906A
	PMLN5876A	PMLN7905A

If replacing with PMNN4547 Radio will require Firmware version R17.01.00 or later.

**ADDITIONAL INFORMATION:**

This only affects BN versions of the APX6000 radios and BN version of SRX2200

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

NA

**WHEN TO APPLY RESOLUTION:**

- After reboot \_\_\_
- After (re)installation \_\_\_
- After upgrade \_\_\_
- After power cycle \_\_\_
- After database restoration \_\_\_
- After failure \_\_\_
- On FRU replacement \_\_\_
- During maintenance \_\_\_
- Immediately \_\_\_
- As instructed \_X\_
- Information only \_\_\_

**LABOR ALLOWANCE:**

This is an informational bulletin. No labor warranty is implied, intended or authorized.

For assistance with this bulletin please contact your MSI Technical support centre

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