

Motorola Solutions Technical Notification (MTN)

TITLE: Upgrading radio firmware to version R20.02.00 may cause the MACE/Secure Module firmware to blank out

TECHNOLOGY: APX Subscribers

SYMPTOMS:

- Primary/first symptom: When powered up the radio displays "ERROR 09/10"
- Secondary Symptoms (these are consequential impacts from a broken MACE);
 - Loss of Power/limited power when transmitting (also on clear channels)
 - No PTT access tone.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

All APX radios built in 2016 or earlier that were upgraded to 20.02 firmware
APX8000/8500, APX900, APX6000BN are not impacted

SEVERITY RECOMMENDATION:

High - Perform Immediately

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade radios firmware to version R20.33.00 or later

Firmware can be obtained by downloading from Motorola-On-Line at the following location:

Resource Center > Software > Two-Way > APX Family Portables and Mobiles.> APX Mobile/Portable Firmware R20.33.00 or later

Note: Must use Customer Programming Software (CPS) version R20.00.03 or later

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

ADDITIONAL INFORMATION:

If you currently have a copy of R20.02.00 firmware, please discard that firmware

WHEN TO APPLY RESOLUTION:

As instructed _x_

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.

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

https://www.motorolasolutions.com/en_us/support.html

