

## Motorola Solutions Technical Notification (MTN)

**TITLE:** MOTOTRBO Accessory Connector Fitting Issue on Limited Keypad Models of MOTOTRBO™ portable radios: **XPR3500e**, **DEP570e**, **DP2600e**, **XiR P6620i**, **XiR P6626i** including front cover service kits.

**TECHNOLOGY:** MOTOTRBO™

**SYMPTOMS:**

Accessory connectors may not fully secure on the radios side accessory connector. This issue with the latching mechanism may cause an accessory or programming cable connected to the radio fails to remain attached during use.

**MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:**

**MOTOTRBO™** portable radios of Limited Keypad Models: shipped or repaired between January 1st to August 31st 2020  
**XPR3500e**, **DEP570e**, **DP2600e**, **XiR P6620i**, **XiR P6626i**

including front cover service kits:

**PMLN7294\_ Front Cover Kit Limited Keypad**,  
**PMLN7271A Front Kit, LKP**

**0104067J13 Front Housing Assembly, LKP with Stopper**  
**0104067J09 Front Housing Assembly, LKP**

**Serial Number Range of potentially affected shipped units:**

376TWB0128 - 376TWR5204  
867TVZ0959 - 867TWR2400

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform at new radio installations or if the radios exhibit above symptoms.

**ROOT CAUSE / DEFINITIVE TEST:**

Supplier tooling issue.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

N/A

**RESOLUTIONS AND REPAIR PROCEDURES:**

New Radios/Service Kits in the affected date code range that exhibit this issue will be replaced under warranty. Defective units must be sent back to MSI to verify the radio meets failure description notated in the Symptoms section.

For customers in North America and Latin America: Please call Motorola Solutions at the following number 1-800-422-4210 and select option 1 to start the warranty replacement process.

For all other regions please contact your appropriate MSI Customer Care team. Numbers can be found in the appropriate link

In EMEA [https://www.motorolasolutions.com/en\\_xu/support.html](https://www.motorolasolutions.com/en_xu/support.html)

In Asia [http://www.motorolasolutions.com/en\\_xp/support.html](http://www.motorolasolutions.com/en_xp/support.html)

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

N/A

**ADDITIONAL INFORMATION:**

N/A

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

N/A

**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 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

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APAC [http://www.motorolasolutions.com/en\\_xp/support.html](http://www.motorolasolutions.com/en_xp/support.html)