

Motorola Solutions Technical Notification (MTN)

TITLE: MOTOTRBO™ Mobile subscriber radios send false emergency alert.

TECHNOLOGY: MOTOTRBO™ Mobile subscriber radios

SYMPTOMS:

MOTOTRBO™ Mobile subscriber radios installed in a vehicle, with power on via emergency feature enabled in a personality, can potentially send false emergency alerts over the air under severe DC supply voltage drop conditions.

Conditions under which this issue can be observed:

1. During cranking of the vehicle
2. During vehicle battery maintenance

MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:

MOTOTRBO™ Mobile subscriber radios with model numbers as per Appendix A

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if the radios exhibit above symptoms.

ROOT CAUSE / DEFINITIVE TEST:

Issue is due to a significant/severe drop of the DC supply voltage beyond radio's rated power supply voltage can cause uncontrolled behavior of the subscriber radio.

WORKAROUNDS AND CORRECTIVE ACTIONS:

1. If a customer uses the Power on via Emergency option (where a duress signal is sent before the radio is powered up), there is no software workaround. Users are instead advised to follow installation procedures documented in MTN "Recommended best practices - installation Guide for MOTOTRBO™ mobile radios" (MTN-0081A-20-NA).
2. If a customer is not using the Power on via Emergency option, a workaround is to make a CPS change to disable "Rear Emergency Pin Prior to Power Up" in the Subscriber radio personality. This feature will be available in software release M2021.1 and above

RESOLUTIONS AND REPAIR PROCEDURES:

None.

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

N/A

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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

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

Appendix A

MOTOTRBO™ Mobile subscriber radios model number by region

APAC	EMEA	LACR	NA
XiR M8620	DM4400	DGM 5000	XPR 5350
XiR M8628	DM4401	DGM 5500	XPR 5550
XiR M8660	DM4600	DGM 8000	XPR 5380
XiR M8668	DM4601	DGM 8500	XPR 5580
CM7668	DM4400e	DGM 5000e	XPR 5350e
XiR M8620i	DM4401e	DGM 5500e	XPR 5550e
XiR M8628i	DM4600e	DGM 8000e	XPR 5380e
XiR M8660i	DM4601e	DGM 8500e	XPR 5580e
XiR M8668i			
CM7668i			