

DOCUMENT NUMBER:	MTN-0055-25
ISSUE DATE:	2025-04

Motorola Solutions Technical Notification (MTN)

Title

Antenna connector on **DVR-LX Vehicle Mount Cross-Band, DVR-LX Vehicle Mount In-Band and VRX1000 In-Band** may be threaded improperly

Technology

ASTRO Devices

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

This connector connects the duplexer of the DVR-LX or VRX with the antenna. The thread on the bad connector is not threaded deep enough. As a result, the male connector (on the antenna) cannot fully thread onto the defective female connector (on the duplexer) and the connection is not tightly mated.

During install, a good connector allows the technician to thread the collar all the way in but a bad connector only allows for approximately 3 or less partial turns. One way to identify the collar is not fully seated is to push and pull the coax cable. A good collar will not allow the coaxial cable to move away from the faulty female connector.

If the technician was able to make the connection between the duplexer and the antenna in install, we can safely assume the connector to be good



MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

DOCUMENT NUMBER:	MTN-0055-25
ISSUE DATE:	2025-04

Models Affected

1. DVR-LX Vehicle Mount Cross-Band
2. DVR-LX Vehicle Mount In-Band
3. VRX1000 In-Band

Timeline of Impacted Units

The affected units are with serial numbers ranging from 24051392 to 24124654.

When To Apply

Perform Immediately

Workaround/Recovery

1. If the technician notices any concerns while connecting the antenna to the duplexer during install, please call 1-800-MSI-HELP and asking for TSO ASTRO Devices technical support to raise a RMA

Resolution And Repair Procedure

For users with access to the Customer Hub Portal, please initiate the RMA through that process and be sure to reference MTN-0055-25 as the reason for the RMA.

Please Note: Failure to reference MTN-0055-25 will result in incorrect processing and extended return times.

For users without access to the Customer hub portal, please send an email to repair.nala@motorolasolutions.com to initiate the RMA. Be sure MTN-0055-25 is referenced along with the Serial number of the unit when submitting the email.

Please Note: Failure to reference MTN-0055-25 will result in incorrect processing and extended return times.

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 at <https://motorolasolutions.com/support>.

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.