

DOCUMENT NUMBER:	MTN-0008-24
ISSUE DATE:	2024-01

# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

APX mobile radios connected to a remote control head may exhibit a reset condition if programmed with a codeplug that exceeds the 3MB limitation.

## Technology

APX™ SERIES P25 MOBILE RADIOS in a Remote Mount configuration

## Severity Recommendation

High/Operational - Perform Workaround Action Immediately

## Symptoms

APX Mobile radios in a Remote Control Head configuration with a codeplug that exceeds the 3MB limitation may result in a continuous reset condition immediately after programming. The radio powers up with a blank display for approximately eight seconds and then resets. This cycle repeats indefinitely.

**Disclaimer: The 3MB file size cannot be determined by referencing the .mc file created by CPS/RM.**

Recommended guidance for customers who are unsure about their codeplug size exceeding the 3MB limitation and their radios were shipped June 2023 or later:

- Baseline release customers using R30.04.00 or earlier can contact TSO to determine if their codeplug size exceeds the 3MB limit.
- Feature release customers using R31.00.00 or later can determine if their codeplug size exceeds the 3MB limit by saving their codeplug with CPS version R31.00.01. CPS will generate a **“Codeplug Too Large”** warning when the codeplug exceeds 3MB.

## Models / System Releases Affected

APX™ SERIES P25 MOBILE RADIOS in a Remote Mount configuration that were shipped **June 2023 or later**.

Impacted Software Releases:

2023.1 MR2 (R30.04.00) for Baseline release customers

2023.2 (R31.00.00) for Feature release customers

### 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:	<b>MTN-0008-24</b>
ISSUE DATE:	<b>2024-01</b>

## Root Cause / Definitive Action

Radio software defect. Upgrade radios to the versions listed in Software Parts Required section based upon being on the Baseline Release or the Feature Release.

## Software Parts Required

Software Release 2023.1 MR3 (R30.06.00) Firmware and CPS (R30.xx.xx) for Baseline release customers.

Software Release 2023.3 (R32.03.00) Firmware and CPS (R32.xx.xx) for Feature release customers.

## Workaround/Recovery

If your radio is in the reset condition, upgrade the radio using CPS to the versions listed in Software Parts Required.

## Time To Implement/System Impact

High/Operational - Perform Workaround Action Immediately

## 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.