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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Intermittent Fail 001 error message with an audible tone on radio display

Technology

APX N30, N50, and N70

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

Radio displays Fail 001 error message with an audible tone that alerts the user when the radio has failed to lock on the requested RF channel. Typically this will only be seen as a single momentary alert which is automatically cleared as the radio successfully locks following an immediate retry, but in some rare situations, the failure may persist, requiring a channel change or power cycle to resolve.

Models / System Releases Affected

APX N30, N50, and N70

Root Cause

Firmware Defect

Workaround/Recovery

For customers who have experienced any issues, we recommend updating the latest software version identified below. If you have not encountered any problems, no immediate action is required. To prevent the occurrence of the Fail 001 message, we have implemented an adjustment in the radio's RF channel locking capabilities. This approach is designed to ensure uninterrupted communication.

Upgrade to the following versions (R2023.3 MR1 or later versions):

N70 (R02.05.00)

N50/N30 (R32.30.00)

Labor Allowance

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