

DOCUMENT NUMBER: xxxxxxxx
APC: xxx
ISSUE DATE: mm-yyyy
EXPIRATION DATE: dd-mm-yyyy

TSN – Technical Service Notification Template
Motorola Solutions Technical Notification (MTN)
and RFC Etech/ATG- Closure Notice

~ Black Font – To be completed by the submitter (Pages 1 and 2 must be completed)

~ Blue Font – Disregard; to be completed by MTN/RFC manager

Note: please do not delete any content from this form. The final version will be edited by the FSB/RFC manager.

RFC NUMBER(S): INC000007252020

BULLETIN TYPE: MTN ☐ X ☐ Etech/ATG- ☐ (Choose one or both)
Warranty Service ☐ Informational Only ☐ X ☐ Internal Use ☐ (Choose One)

TITLE:

BPR40D and D8 Unable to Receive when using Repeater

TECHNOLOGY:

Business Radio

SYMPTOMS:

Note: Please see Appendix-A for additional symptom details

Radio is sometimes unable to Rx when transmission is transmitted through repeater

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Sales model: AAH85EDJ8AD3AN - BPR40D 403-470MHz 4W
SuperTanapa: PMUE5765A
Tanapa: PMUE5766A
August 2022 and earlier

Sales model: LAH85EDJ8AD3BN / LAH85EDJ8AD3BB - MAGONE D8 403-470MHZ 4W
SuperTanapa: PMUE5867A / PMUE5870A
Tanapa: PMUE5868A
August 2022 and earlier

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms (Choose One)

ROOT CAUSE / DEFINITIVE TEST:

AF out signal from radio is fluctuating too much, causing radio and repeater to be out of sync.
When this happens, the slot 1 signal on repeater will occasionally jump to slot 2 (5% - 10%) and vice versa, causing radio unable to Rx

Issue happens only if 2 digital channels are set to the radio using slot 1 and 2 of the repeater.
If radio only has one active digital channel that uses 1 slot in repeater, the issue will not happen.

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WORKAROUNDS AND CORRECTIVE ACTIONS:

Radios dated September 2022 and later do not have this issue

Update affected radios with BPR40D Update Tool - BPR40d Upgrade Kit R0104.exe

For D8 radios - D8 upgrade Kit R0104.exe

Update will change radio FW version to R1.04.

RESOLUTIONS AND REPAIR PROCEDURES: *This should be written from the customer perspective. How can a customer get the fix?*

Update affected radios with

BPR40D Update Tool - BPR40d Upgrade Kit R0104.exe

D8 Update Tool - D8 upgrade Kit R0104.exe

Acquire update tool from MyView website

Upgrade to the appropriate version as listed in the "[PARTS REQUIRED \(HARDWARE/SOFTWARE\):](#)" section below, based on the model.

To obtain software:

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference **MTNxxxx** in the 'Reason for Software/Hardware Change' section of the software order form.
 - b. List the part number (**KC #** as listed under "[PARTS REQUIRED \(HARDWARE/SOFTWARE\):](#)" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

Programming cable - PMDN4077_

BC300D Update Tool - Rx Fix.exe

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

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 ____
Information only ____

LABOR ALLOWANCE:

- Labor up to ??? minutes per **system? Product? Box?** Plus travel not to exceed **2** hours (at \$70 per hour) per site.
- This is an informational bulletin. No labor warranty is implied, intended or authorized.
- Labor and travel reimbursement will be provided to Authorized Service Partners under the terms of the Labor Warranty Guidelines, and applies only to in-warranty units. Labor and travel for out of warranty units will not be reimbursed under this bulletin.
- NOTE: please reference MTNxxxxx in the [SP Authorization No](#) field on claims being submitted

Appendix A – Additional Symptom details

Symptom 1

Abstract:

Special Configurations:

User Symptoms:

Description:

For assistance with this bulletin please contact your MSI Technical support centre

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

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## **Additional Information Required for RFC Closure Only**

**Internal Information for Tracking and Issue Closure:** (this page will be hidden or removed when published externally )

**OWNER AND CORE ID:**

**AUTHOR AND CORE ID:**

**REVISION HISTORY:**

| Revision | Date | Author | Comments |
|----------|------|--------|----------|
|          |      |        |          |
|          |      |        |          |
|          |      |        |          |

**MTN REVIEWERS LIST:**

| Name | Core ID | Mandatory or Optional | Role/Function |
|------|---------|-----------------------|---------------|
|      |         |                       |               |
|      |         |                       |               |
|      |         |                       |               |
|      |         |                       |               |
|      |         |                       |               |

**STOP SHIP / QUALITY ALERT NUMBER:**

**CASE NUMBER(S):**

**DEFECT TRACKING NUMBER (SR) :**

**LINK TO RRR PAPERWORK:**

**ADDITIONAL INTERNAL INFORMATION:**

**Resolution Milestone Dates:** (These are milestone dates that track the progress of problem resolution and are used for reports. Please complete as accurately as possible)

- Engineering team accepted ownership: (eng team engaged) - MM/DD/YR
- Engineering team root caused problem: (defect identified) - MM/DD/YR
- Engineering team completed solution: (fix was developed and box testing completed) - MM/DD/YR

- Engineering team released the solution (SIT testing completed, RRR completed, implemented in the factory, etc.) - MM/DD/YR

**Product affected:** (system/products affected breakdown)

System -

Product Family -

Product -

Product module –

~ **Entered information should be Complete, Clear and Concise. RFC may not close until all requested information is provided.**

~ **Email to [CABemail@motorolasolutions.com](mailto:CABemail@motorolasolutions.com) once complete.**



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

## SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date \_\_\_\_\_  
System ID \_\_\_\_\_  
System Name \_\_\_\_\_  
Customer \_\_\_\_\_  
Name \_\_\_\_\_

Case Number \_\_\_\_\_  
Site ID \_\_\_\_\_  
Site Name \_\_\_\_\_

Form \_\_\_\_\_  
Completed by \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone \_\_\_\_\_  
Number \_\_\_\_\_  
Pager \_\_\_\_\_  
Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

Field Contact \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

## SECTION 2: Order Information

Product Type: \_\_\_\_\_

Serial Number \_\_\_\_\_

Reason for Software / Hardware Change:  
Downgrade? If so, list current and target releases.

\_\_\_\_\_  
\_\_\_\_\_

Software / Hardware Description:

\_\_\_\_\_

Part # or Version #

\_\_\_\_\_

Quantity

\_\_\_\_\_

Date Required

\_\_\_\_\_

## SECTION 3: Shipping / Billing Information

Ship To:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Bill To:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email:

\_\_\_\_\_

Attn:

\_\_\_\_\_

Attn:

\_\_\_\_\_

Phone:

\_\_\_\_\_

Phone:

\_\_\_\_\_

**Customer Billing**

**Internal Billing**

P.O. #:

\_\_\_\_\_

PROJECT #:

\_\_\_\_\_

CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_



*Upgrade Operations Software Team*

## Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

### **Facsimile Transmittal Sheet**

|               |       |
|---------------|-------|
| <b>To:</b>    | _____ |
| Company:      | _____ |
| Fax Number:   | _____ |
| Phone Number: | _____ |
| Re:           | _____ |

|                    |       |
|--------------------|-------|
| <b>From:</b>       | _____ |
| Date:              | _____ |
| Total Pages:       | _____ |
| Sender's<br>Case#: | _____ |

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and Fax or email back to the Upgrade Operations Software Team
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

### **NOTE:**

- 1) If this is in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

***Thank you and have a good day!***

***Supplemental Order  
Information Addendum***

(Optional)

Software Description

---

Part# or Version #

---

Quantity:

---

Software Description

---

Part# or Version #

---

Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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