

Motorola Solutions Technical Notification (MTN)

TITLE: PMMN4095A Long range wireless RSM will not transmit

TECHNOLOGY: PMMN4095A used with APX Radios

SYMPTOMS:

The units will pair with the radio, but will not transmit anything if another unit with the same generic Mac address is nearby.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Note: Please see Appendix-A for list of models affected, serial number of affected units and date codes

SEVERITY RECOMMENDATION:

Low / Maintenance

ROOT CAUSE / DEFINITIVE TEST:

Unique MAC address is overwritten by the generic MAC address. Go to Appendix A to confirm if your RSM is affected

WORKAROUNDS AND CORRECTIVE ACTIONS:

Affected units should be replaced

RESOLUTIONS AND REPAIR PROCEDURES:

Affected units should be replaced following a standard warranty process

PARTS REQUIRED (HARDWARE/SOFTWARE):

New PMMN4095A to replace the affected unit.

ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

N/A

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 X____
As instructed ____

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. ©2016 Motorola Solutions, Inc. All rights reserved."

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.

Appendix A – Additional Symptom details

MODEL	Serial Number	DATE CODE
PMMN4095A	CAI166YVD2	12/16
PMMN4095A	CAI1799P93	09/17
PMMN4095A	CAI1799PD0	09/17
PMMN4095A	CAI1799PDC	09/17
PMMN4095A	CAI179BPW0	09/17
PMMN4095A	CAI179BPWP	09/17
PMMN4095A	CAI179BPXM	09/17
PMMN4095A	CAI179BPZ1	09/17
PMMN4095A	CAI179BPZ2	09/17
PMMN4095A	CAI179BPZ3	09/17
PMMN4095A	CAI179BPZ7	09/17
PMMN4095A	CAI179BR0F	10/17
PMMN4095A	CAI179CK31	09/17
PMMN4095A	CAI179CK32	09/17
PMMN4095A	CAI179CK4L	09/17
PMMN4095A	CAI179CMP9	10/17
PMMN4095A	CAI179CMPV	10/17
PMMN4095A	CAI179CMRB	10/17
PMMN4095A	CAI179CMRV	10/17
PMMN4095A	CAI179CMRZ	10/17
PMMN4095A	CAI179CMST	10/17
PMMN4095A	CAI179CMSP	10/17
PMMN4095A	CAI179CMST	10/17
PMMN4095A	CAI179CMTK	10/17
PMMN4095A	CAI179CMV4	10/17
PMMN4095A	CAI179CMV7	10/17
PMMN4095A	CAI179CS58	10/17
PMMN4095A	CAI179CS5D	10/17
PMMN4095A	CAI179CS5T	10/17

PMMN4095A	CAI179CS60	10/17
PMMN4095A	CAI179CS64	10/17
PMMN4095A	CAI179CS6G	10/17
PMMN4095A	CAI179CS6H	10/17
PMMN4095A	CAI179CS7G	10/17
PMMN4095A	CAI179CS7N	10/17
PMMN4095A	CAI179CS81	10/17
PMMN4095A	CAI179CS9H	10/17
PMMN4095A	CAI179CSDH	10/17
PMMN4095A	CAI179CSDK	10/17
PMMN4095A	CAI179CSDP	10/17
PMMN4095A	CAI179CSGP	10/17
PMMN4095A	CAI179CSGT	10/17
PMMN4095A	CAI179CSH3	10/17
PMMN4095A	CAI179CSH4	10/17
PMMN4095A	CAI179CTC1	10/17
PMMN4095A	CAI179CTCZ	10/17
PMMN4095A	CAI179CTD1	10/17
PMMN4095A	CAI179CTD2	10/17
PMMN4095A	CAI179CTD3	10/17
PMMN4095A	CAI179CTD6	10/17
PMMN4095A	CAI179CTD7	10/17
PMMN4095A	CAI179CTFC	10/17
PMMN4095A	CAI179CTFV	10/17
PMMN4095A	CAI179CX9Z	10/17
PMMN4095A	CAI179CXBD	10/17
PMMN4095A	CAI179CXBS	10/17
PMMN4095A	CAI179CXC1	10/17
PMMN4095A	CAI179CXCB	10/17
PMMN4095A	CAI179CXD4	10/17
PMMN4095A	CAI179D0MR	10/17
PMMN4095A	CAI179D0PS	10/17
MN4095A	CAI179D0RD	10/17
PMMN4095A	CAI179D0RW	10/17
PMMN4095A	CAI179D0RZ	10/17
PMMN4095A	CAI179D0S2	10/17
PMMN4095A	CAI179D0SB	10/17

PMMN4095A	CAI179D0SW	10/17
PMMN4095A	CAI179D0T1	10/17
PMMN4095A	CAI179D0VM	10/17
PMMN4095A	CAI179D0VZ	10/17
PMMN4095A	CAI179D5BS	10/17
PMMN4095A	CAI179D5BX	10/17
PMMN4095A	CAI179D5CV	10/17
PMMN4095A	CAI179D5CX	10/17
PMMN4095A	CAI179D5F0	10/17
PMMN4095A	CAI179D5F1	10/17

For assistance with this bulletin please contact your MSI Technical support centre
https://www.motorolasolutions.com/en_us/support.html