

DOCUMENT NUMBER:	MTN-0062D-24
ISSUE DATE:	2024-05
EXPIRY DATE:	2026-12

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

APX/PCR RSM Cable Jacket separation/fraying exposing internal wires

Technology

Accessory - APX/PCR Remote Speaker Microphones

Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

The RSM cable jacket tears or frays and exposes the internal wires. See the example picture below.



Cable tear or fray is a condition in which:

- the RSM cable black outer jacket develops frays that get worse with use
- the inner cable contents become visible
- typically occurs at RSM head or radio connector (GCAI) end or both, but can also occur in cable middle section.

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-0062D-24
ISSUE DATE:	2024-05
EXPIRY DATE:	2026-12

Motorola RSM cable jacket material was changed in 2013 in order to comply with changes in global environmental material regulations. In the RSM cable application, the compliant jacket material has demonstrated a greater susceptibility to tearing at points of stress induced when the coil is elongated or stretched. How the RSM is positioned on the body (i.e across the back and over the shoulder vs. along front of the body - see picture) directly affects potential induced coil stress.

Susceptibility to the cable jacket tear phenomenon has been significantly reduced by increasing the coil diameter and/or cable length which effectively reduces coil cord stress. Motorola strongly recommends RSM users to dress the RSM coil section of the cord in such a way that it does not get caught on uniform accessories and equipment or equipment worn on the person for optimal RSM service life.



Low Stress wearing position



High Stress wearing position

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-0062D-24
ISSUE DATE:	2024-05
EXPIRY DATE:	2026-12

Models / System Releases / Kits / Datecodes Affected

RSM	Replacement	RSM	Replacement
PMMN4135A	PMKN4260A	PMMN4046AL	PMMN4046AL
PMMN4136A	PMKN4260A	PMMN4050AL	PMMN4050AL
PMMN4062AL	PMMN4062AL	PMMN4106D	PMKN4264A
PMMN4065AL	PMMN4065AL	PMMN4106CBLK	PMKN4264A
PMMN4069AL	PMMN4069AL	PMMN4107C	PMKN4264A
PMMN4099CL	PMMN4099CL	PMMN4107BBLK	PMKN4264A
PMMN4024AL	PMMN4024AL	PMMN4152A	CB001138A01
PMMN4040AL	PMMN4040AL	PMMN4152ABLK	CB001138A01
PMMN4025AL	PMMN4025AL	PMMN4154A	CB001138A01
PMMN4084A	PMMN4084A	PMMN4154ABLK	CB001138A01

When To Apply

After failure

As instructed

Resolution And Repair Procedure

Motorola will extend the cable warranty to 30 months (18 months beyond the standard 12 month RSM warranty period) for units that exhibit the cable fraying issue. The Replacement of RSM or cable can be obtained by calling 800 MSI HELP, request for Order Management when prompted.

Reference MTN-0062D-24 and original FO (Factory Order) number when ordering replacements

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.