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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

XVE500 UL Div2 RSM replacement - product may exhibit intermittent audio disconnection during transmission

Technology

Energy & Accessories used with ASTRO Devices (APX 8000 XE & APX NEXT XE)

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

In rare cases, over time, the use of the XVE500 UL Div2 RSM PTT could cause intermittent audio disconnection during transmission. Someone using an affected device could knowingly or unknowingly transmit an incomplete audio communication. As a result, the recipient of the communication could experience intermittent audio reception. The issue could be more evident to the sender on a trunked system because the talk permit tone may indicate an unexpected interruption of the transmit communication. It has been determined that the root cause is a degradation of a hardware component caused by repeated use.

Models Affected

PMMN4132A, PMMN4132ABLK, PMMN4137A and PMMN4137ABLK

When To Apply

Perform Immediately

Workaround / Recovery

No workaround is currently available.

If you experience this issue, remove any affected XVE500 UL Div2 RSMs from service.

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Resolution And Repair Procedure

Motorola Solutions will replace all XVE500 UL Div2 RSMs at no cost with their respective XVE500 UL Div1 RSM models as described below. Our customer care team is proactively contacting customers to schedule RSM replacements. For APX 8000, [the minimum host version required is R30.00.00](#). For APX NEXT, [the minimum host version is R30.00.00](#), [AP minimum host version is R04.70.00](#). [Firmware is downloadable on CustomerHUB or MyView](#). Customers can also contact us at 1-800-MSI-HELP and request Order Management when prompted. When ordering replacements, reference MTN-0098B-24.

Affected Model	Replacement Model
PMMN4132A	PMMN4154A
PMMN4132ABLK	PMMN4154ABLK
PMMN4137A	PMMN4152A
PMMN4137ABLK	PMMN4152ABLK

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>

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