

Motorola Solutions Technical Notification (MTN)

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

TECHNOLOGY: Accessory - APX/PCR Remote Speaker Microphones

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.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Remote Speaker Microphones that exhibit the cable fraying issue; the standard 1 year RSM warranty period will be extended to 2 years for this issue.

APX RSMs:

PMMN4062A, PMMN4065A, PMMN4069A, PMMN4083A, PMMN4099A/PMMN4099B

PCR RSMs:

PMMN4071A, PMMN4073A, PMMN4108A, PMMN4024A, PMMN4040A, PMMN4025A,
PMMN4080A, PMMN4046A, PMMN4050A

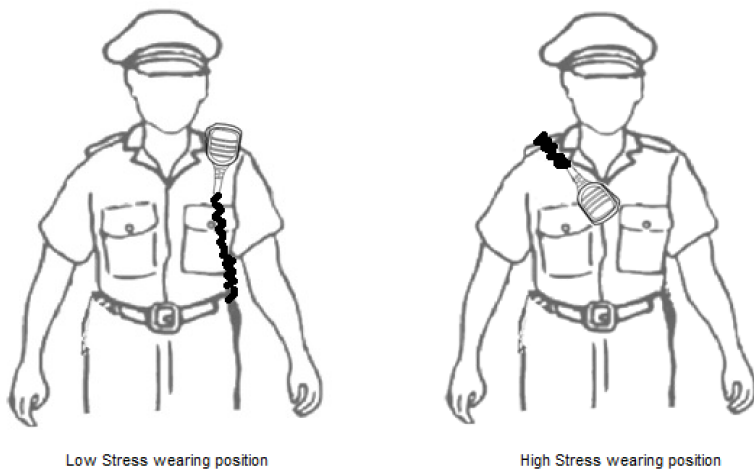
SEVERITY RECOMMENDATION:

Low / Maintenance – Follow the recommendations of this notification if the symptom is observed.

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ROOT CAUSE / DEFINITIVE TEST:

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 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.

RESOLUTIONS AND REPAIR PROCEDURES:

Motorola will extend the warranty to 2 years (1 year beyond the standard RSM warranty period) for units that exhibit the cable fraying issue.

Only units exhibiting fraying symptoms will be replaced under this MTN - returned units will be verified for failure symptom upon receipt. The Replacement of RSM can be obtained by calling Motorola AAD (Parts Dept) at 1-800-422-4210; prompt 1.

Reference MTN-0070-19-NA and original FO (Factory Order) number when ordering replacements

The following lists show which model RSM is to be used for replacement with the larger coil diameter solution.

APX RSMs:

- PMMN4062A -> PMMN4062AL - AVAILABLE NOW
- PMMN4065A -> PMMN4065AL - AVAILABLE by the end of June 2019
- PMMN4069A -> PMMN4069AL - AVAILABLE by the end of June 2019
- PMMN4083A -> PMMN4083AL - AVAILABILITY to be determined
- PMMN4099A/PMMN4099B -> PMMN4099BL - AVAILABILITY to be determined

PCR RSMs:

- PMMN4071A -> PMMN4071AL - AVAILABILITY to be determined
- PMMN4073A -> PMMN4073AL - AVAILABILITY to be determined
- PMMN4108A -> PMMN4108AL - AVAILABILITY to be determined
- PMMN4024A -> PMMN4024AL - AVAILABILITY to be determined
- PMMN4040A -> PMMN4040AL - AVAILABILITY to be determined
- PMMN4025A -> PMMN4025AL - AVAILABILITY to be determined
- PMMN4080A -> PMMN4080AL - AVAILABILITY to be determined
- PMMN4046A -> PMMN4046AL - AVAILABILITY to be determined
- PMMN4050A -> PMMN4050AL - AVAILABILITY to be determined

MTN will be updated once AVAILABILITY dates are known.

NOTE: MSI will offer current model RSM replacements if customer has immediate need for replacements if an out of stock condition for the 'AL' suffix kits exists.

ADDITIONAL INFORMATION:

None

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure _X_
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed _X_
Information only ___

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.

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