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Service Bulletin
No. : MZ09-021
Date: March 31, 2009

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Model: AV8003

Subject: Software Update Information.
This Service Bulletin is only service information for customers complaining of the following minor symptoms. This is a not call requiring a rework to be applied to stock units.

Symptom: 1. The HCDC Indicator will not light up when the function is switched over to the SPDIF input of HDCD playback from the HDMI playback of HD-Audio such as DTS-Master Audio.
2. The unit is equipped with a surround mode that converts the DTS-HD 5.1ch signal to the 6.1ch signal.
3. The unit is compliant with the Dolby TrueHD 192 KHz 6ch decoding
4. When the HD AUDIO such as the DolbyDigitalPlus is being input in RS232C format, the unit responds with '0' to the <@SUR:?> command.
5. When the HDMI cable is connected slowly between TV sets, only occasionally, the screen becomes blank.
6. When the unit outputs an analog video signal or the MENU picture via HDMI, the screen may become blank or have the center of the picture misaligned if connected to some monitors (ex. EPSON EH-TW400, ProCinema 7500UB) that do not fully meet the HDMI specifications.

Solution: The software in the **MAIN CPU** and **HDMI CPU** must be updated.
1. Please update the **MAIN CPU SOFTWARE**. The new version number is [**V0903181**].
<**00M46CW499A07.zip**> is to be used as the update software. The write data file name: "**av8003_rom_0903181.mot**"
The update procedure must be executed after the software (FDT) is downloaded. Please refer to the attached procedure manual "**Update AV8003 MAIN CPU's**

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software procedure by FDT" (Note that the procedure is different from that which is given in the Service Manual.)

2. Please update the **HDMI CPU SOFTWARE**. The new version number is [**h17**]. <**00M46CW499B02.zip** > is to be used as the update software. The write data file name: "**HDMI_REPV4_090306_h17.mot**"

For details of the update procedure, please refer to the Service Manual on Page 36, "**Update/Download HDMI CPU's software to internal Flash-ROM, Download Software for HDMI CPU (Mode 3)**". Please confirm the software version number first. (Refer to the Service Manual on Page 15, '**SERVICE MODE**'.)

Details of the modifications:

1. Modified to enable HDCD

2. "**EXPR+NEO:6**" is added to the DTS-HD EXPRESS 5.1ch Surround Mode. "**DTS-HD+NEO:6**" is added to the DTS-HD MASTER 5.1ch Surround Mode.

3. Modified to play back 6ch instead of 2ch at the time of playing back the Dolby True HD 192kHz 6ch.

4. A "**RS232C Command Reply**" is added. (For details of the command and reply, refer to Page 3 of 3).

5. An improved retry processing function at the time of a communication error 6. Modified not to output unnecessary data.

Parts:

1. 00M46CW499A07.zip (File name: **av8003_rom_0903181.mot**)
Version number: [**V090318 1**]

2. 00M46CW499B02.zip (File name: **HDMI_REPV4_090306_h17.mot**)
Version number: [**HDMI h17**]

Commands and reply

	Request		Status Answer		
Surround Mode	@SUR:?¥r (@THX:?¥r)	@	SUR:a	¥r	DOLBY DIGITAL PLUS
			SUR:b		DOLBY DIGITAL PLUS EX
			SUR:c		DOLBY TRUE HD
			SUR:d		DOLBY TRUE HD EX
			SUR:e		DTS HD MSTR
			SUR:f		DTS HD HI RES
			SUR:g		DTS HD EXPRESS
			SUR:h		MULTI CH. STEREO(MUSIC)
			SUR:i		DOLBY DIGITAL PLUS PL2x MV
			SUR:j		DOLBY DIGITAL PLUS PL2x MS
			SUR:k		DOLBY TRUE HD PL2x MV
			SUR:l		DOLBY TRUE HD PL2x MS
			SUR:m		DTS HD NEO:6
			SUR:n		DTS EXPRESS NEO:6

	Request		Status Answer		
Digital Signal Format	@SIG:?¥r	@	SIG:G	¥r	DOLBY DIGITAL PLUS
			SIG:H		DOLBY TRUE HD
			SIG:I		DTS HD MSTR
			SIG:J		DTS HD HI RES
			SIG:K		DTS HD EXPRESS

Serial Number Range:

Please implement these modifications to all units with the serial numbers below, which are returned from users for repairs.
MZ01xxxxxxxxxx through MZ07xxxxxxxxxx (Service codes 01 to 07)
"MZ08xxxxxxxxxx (Service Code 08)" and later: Were modified on mass production lines.