

marantz® SERVICE BULLETIN		Date: 10-July-2002	Model: DV3100
		Page: 1 of 1	REF.NBR: MZ02-011
Circulation:		Subject:	
Application:		Improvement for can't playback of some particular DISC.	
x for information customer complaint in case of service mandatory		ALL	
		Int.ref:	

[PHENOMENON]

Unit freezes with “ Harry potter Disc 2 (after retrying to choose stick three times in “Ollivanders Wanda”) in JAPAN.

When can't Playback DISC, Please upgrade the firmware.

[CAUSE]

The navigation command could not escape from the “stick choosing loop”.

[SOLUTION]

Upgrade the firmware to “Ver 1.5 20020524”

Applied program for each model

DV3100/U1B/U2B uses “Flashrom.exe” and “marantz_a1_3language.bin”
DV3100/N1B/N2B uses “Flashrom.exe” and “marantz_a2_5language.bin”
DV3100/A1B uses “Flashrom.exe” and “marantz_a4_china.bin”

Upgrade the firmware are attached to the E-mail.

File name is **HarryPotter.zip** (Flashrom.exe)
(marantz_a1_3language.bin)
(marantz_a2_5language.bin)
(marantz_a4_china.bin)

[Attention about FILE to use]

1. Copy “Flashrom.exe” and “marantz_xx_xxxxx.bin “ to a FLOPPY DISK
(This program can work from FLOPPY DISK)
2. Open the folder, then click **Flashrom.exe**
3. Select **File** - **Open**
4. Click “**marantz_xx_xxxxx.bin**”
5. Click **the picture of the syringe**
6. Download start.

[REMARKS]

The countermeasure apply to this claim only.

[NECESSARY PART]

The tools and Install Process are shown in a service manual 4-5 page.

The Service manual part no is the following.

DV3100/F1N/A1B/U1B.--- 304W855010

DV3100/N2B/U2B-----304W855040 or 3120 785 22630

DV3100/N1B ----- 304W855020 or 3120 785 22450

Approved by **M.KIMURA**

Written by **S.NAGAO**

marantz® SERVICE BULLETIN		Date: 16-Mar.-2004	Model: DV3100
		Page: 1 / 1	REF.NBR: MZ04-026
Circulation:		Application:	
x for information customer complaint in case of service mandatory		See Below	
		Subject: The subtitles of the screen shake. (This problem occurred in Japan).	
		Int.ref:	

[PHENOMENON]

1) When playback specifying DVD DISC, the subtitles of the screen shake.

[SOLUTION]

1) Update the firmware to **Ver 1.5 20030728**.

Please refer to the service manual DV3100 page4-5

[NECESSARY PART]

Update of the firmware disc ***DV3100FD3**

[REMARKS]

The countermeasure apply to this claim only

The production of DV3100 has been finished.