marantz ®

SERVICE BULLETIN

Date:	15-May.-2003	Model: DV4200,DV6200,VC5200
Page:	1 / 1	REF.NBR: MZ02-037

Circulation:	Application:	Subject:
x for information customer complaint in case of service mandatory	See Below	Problem with playability of MP3 Disc and can not playback DVD disc "WALT DISNEY ATLANTIS.
		Int.ref:

[PHENOMENON]

1. Can not playback by the some encoding software of the MP3 disc.
2. The black color of the video output is light.
3. Can not playback DVD disc "WALT DISNEY ATLANTIS.(Only U.S.A. "/U1B" version occurs)

[SOLUTION]

Update firmware version to **[Ver.2.11MP and over]**

Firmware Update Procedure
DV4200 and DV6200----Refer to service manuals 2-8 pages "**How to upgrade by upgrade DISC"**.

VC5200---------------------Refer to SERVICE BULLETIN MZ01-023 (22-Nov-01)

[NECESSARY PART]

Update firm ware (Ver2.21MP) Disc Part no. *DV4200CD3

[REMARKS]

The countermeasure apply to this claim only.

This solution has already been applied in the production line after
the week code number "**MZ000206xxxxxx**" and after.

The week code number are printed in the serial number label on the rear panel.
(ex.**MZxx0206xxxxx**)

Approved by   **S.NAGAO**   Written by

WQ-19 2 817/additional rule 3 (1st Issue   2003-03-19)

[PHENOMENON]

1) Sound skips and picture freeze 1 second at the chapter 8 with DVD disc "Beauty and Beast".

2) Subtitle will be ON automatically at the chapter 3 with DVD disc "SPY GAME".

3) Subtitle will be ON automatically at the 17'00" with DVD disc "The World is not Enough".

[SOLUTION]

Update the firmware version to **[Ver.2.21MP].**

The way of firmware version up is as follows;

Connect the DVD player to [TV] and operate by using [Remote Controller]

1) Insert the update disc **(Part No. *DV4200CD3)** into the product.

2) FLD indicates [**PrESS UP**] when the disc is detected.

3) Press ⌷ **(up)** ⌷ button.

4) FLD indicates [**rEAd 0**]. If FLD indicated [**rEAd 1**] or other number, please refer to the following <Error message>.

5) FLD indicates [**UPgrAdE 0**]. After few minutes, FLD indicate [**FInISHEd**] and the tray will be opened automatically.

6) Remove the disc. Press ⌷ **OPEN/CLOSE** ⌷ button and the power will be turned off automatically.

7) The product should be confirmed the firmware version and be reset.

8) Press ⌷ **POWER** ⌷ button and press ⌷ **SETUP** ⌷ button.

9) Select "**TV aspect**" and press ⌷ **(right)** ⌷ button.

10) Press ⌷ **(up)** ⌷ button or ⌷ **(down)** ⌷ button and choose "**16:9 wide**".

　　　Attention : Do not press ⌷ **SELECT/ENTER** ⌷ button (Keep green triangle mark)

　　　　　If check mark is appeared, press ⌷ **(right)** ⌷ button and change to green triangle mark.

11) Enter the code number **"1397139"** by **Numeric buttons**.

12) Press ⌷ **SELECT/ENTER** ⌷ button.

　　The connected TV indicates "**SYSTEM INFORMATION**"

　　Please check **"MICOM-VER" is "2.21MP"**.

　　If other number indicate, need to retry this procedure again.

13) Press ⌷ **POWER** ⌷ button and turn off the power.

　　"Update firmware" and "Reset" are succeeded.

<Error message>

　During reading the update disc, error messages are as follows

　　　　　　[Error Num] = 1 ~ 3
　　　　You can retry to upgrade by disc.
　　　　Because, flash ROM is not erased data yet.

　　　[Error Num] = 4 ~
　　　　It is very worst case. The flash ROM is broken during erasing or programming.
　　　　You need to rewrite from hardware (PC) for using another jig.

```
Example indicated

SYSTEM INFORMATION
MODEL      : DVxxxx/xxx
REGION-NO  :1
CHIP-ID      :PANTERA II
SERVO-VER   :b003
MICOM-VER   :V2.21 MP
PROM OPTION :XX XX XX XX XX XX

Factory Reset..Done
```

[REMARK]

This improvement has been done in the production line after the production week code number "0250" and later. The production week code is mentioned in the serial number label on the rear panel. (ex. **MZxx0250xxxxxx**)

Approved by **H.TAMURA** Written by **K.ONO**