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| marantz® SERVICE BULLETIN | | Date: 31-Oct.-2003 | Model: SR4300/SR4400 |
| | | Page: 1 / 3 | REF.NBR: MZ03-047 |
| Circulation: | | Subject: | |
| Application: | | The problem of the Speaker protection circuit. | |
| x for information customer complaint in case of service mandatory | | | |
| Service code XE00 XE00xxxxxxxxxx | | | |

[PHENOMENON]

- 1) The protection circuit does not work when the power transistor was damaged.
- 2) When the power transistor was damaged, about 40 V outputs to speaker out.
- 3) The protection circuit function does not operate, then the unit will not be in POWER STANDBY mode and the speaker output RELAY does not work.

[REASON]

- 1) When the transistor is damaged before turn on the unit, the micro processor can not detect protection signal (Protect2).
- 2) Turn on the unit, the down edge of a protection signal (Protect2) is undetectable for about 2 seconds after the micro processor reset

[SOLUTION]

The protection output signal of Protection IC is added to the "SPK MUTE" signal in hard, and Speaker MUTE is always set to "ON" when abnormal occur protection

1.SR4300

DIGITAL/AUDIO PCB

- 1) Chip Resistor **LS850** (100 ohm 1/16W part no. NN05101610) is changed to **Silicon Diode (Part no. *HD201810R--- 1SS400 POHM: EMD2, EIAJ: SC-79, JEDEC: SOD-523)**.

MAIN PCB

- 2) Chip Resistor **DN601(Part no.HD20002000---Silicon Diode 1SS254 ROHM)** is added between BASE of QN606 SEMICOM.COMP and No.5 pin of JFN101 Connector

2.SR4400

DIGITAL/AUDIO PCB

- 1) Chip Resistor **RS928** (100 ohm 1/16W part no. NN05101610) is changed to **Silicon Diode (Part no. *HD201810R--- 1SS400 POHM: EMD2, EIAJ: SC-79, JEDEC: SOD-523)**.

MAIN PCB

- 2) Chip Resistor **DN601(Part no.HD20002000---Silicon Diode 1SS254 ROHM)** is added between BASE of QN606 SEMICOM.COMP and No.5 pin of JFN101 Connector

As for the details, Please see page2/3 and 3/3

[REMARKS]

The countermeasure apply to this claim only.

This problem apply to the Service code number XE00xxxxxxxxxx.

This improvement has been done in the production the Service code number XE01xxxxxxxxxx and after.

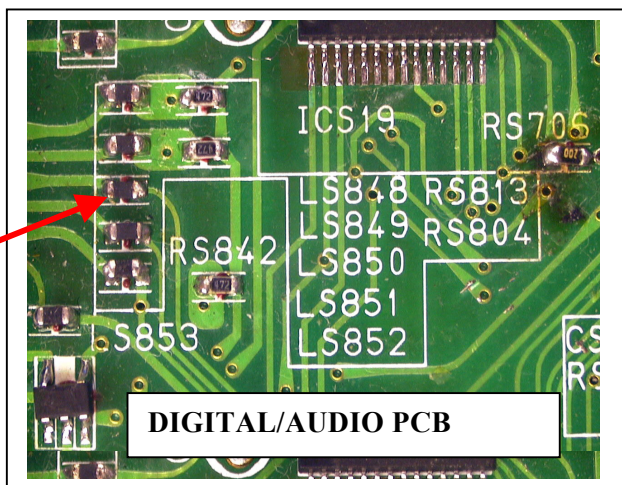
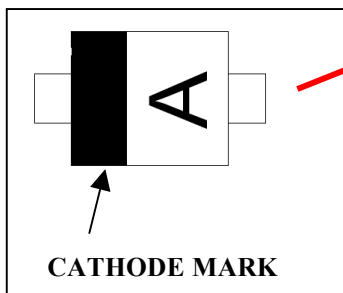
Approved by **S.NAGAO**

Written by

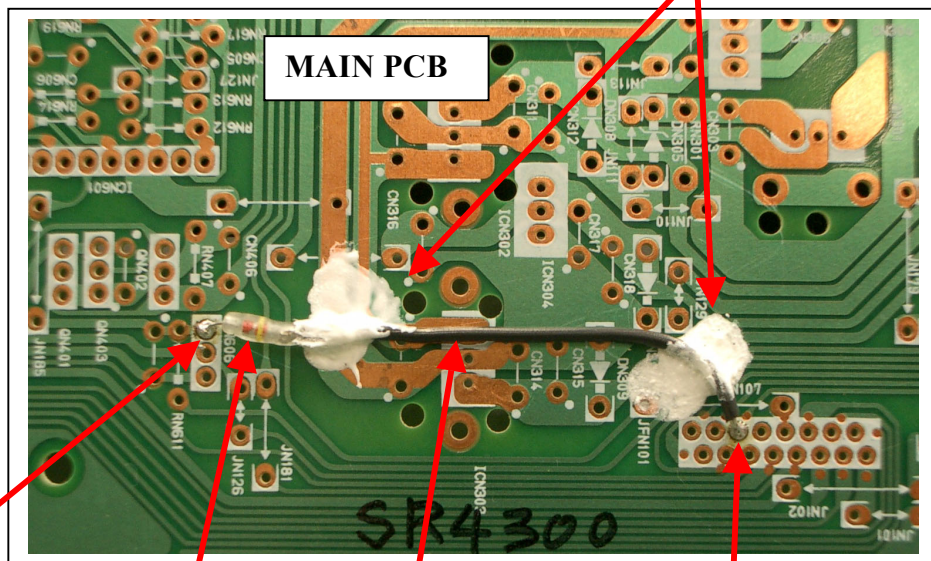
SR4300

LS850 is changed to
Part no. *HD201810R

Caution
JFS08 (FPC CONNECTOR) side is
CATHODE



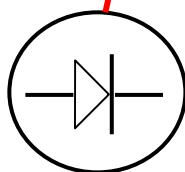
Adhesives:
SC608LVZ (Sony Chemical Corp. – Self-extinguishing adhesive) or the equivalent



BASE of QN606

No.5 pin of JFN101

DN601
Part no. HD20002000

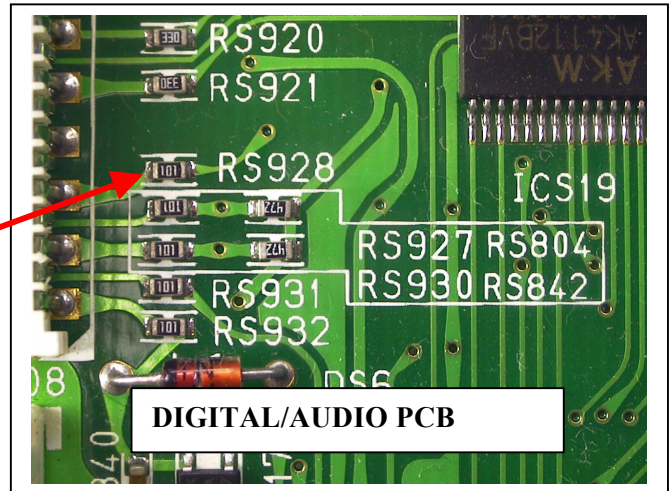
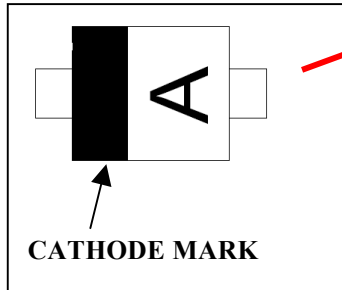


Insulation tube is used

SR4400

RS928 is changed to
Part no. *HD201810R

Caution
JFS08 (FPC CONNECTOR) side is
CATHODE



Adhesives:
SC608LVZ (Sony Chemical Corp. – Self-extinguishing adhesive) or the equivalent

BASE of QN606

MAIN PCB

SR4400

No.5 pin of JFN101

Insulation tube is used

DN601
Part no. HD20002000

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|--|--|---|----------------------|
| marantz® SERVICE BULLETIN | | Date: 30-June-2003 | Model: SR4300,SR4400 |
| | | Page: 1 / 1 | REF.NBR: MZ03-025 |
| Circulation: | | Application: | |
| x for information customer complaint in case of service mandatory | | See Below | |
| | | Subject: FM(with RDS) signal is received, Frequency Indication becomes the setup of default by the remote control operation . (only N and A version occurs) | |
| | | Int.ref: | |

[PHENOMENON]

The problem occurs in the following operation.

1. First, RDS(Radio Data System) in the FM signal is received.
 2. Then preset memory newly.
 3. Then press the POWER button on the remote controller , the unit became Standby mode.
 4. Again, press the POWER button on the remote controller, the volume level becomes “ -∞ ” and Frequency indication becomes the setup of default.
- (This problem occurs only SR4300/N1B/N1G/A1B/A1G and SR4400/N1B/N1S/A1B/A1S)

[SOLUTION]

Replace MICRO PROCESSOR(Flash) **ICS18** on the **DIGITAL/AUDIO PCB**.

[NECESSARY PART]

1. SR4300

POS.NO **ICS18** Part no. ***HS09AWH0R** New version no: **VER .030527**

(H8/3026F Flash Ver.030527 wrote FACTORY PART No. **OICH83026F43SV0527**)

[OLD part no. *HU100620R FACTORY PART No. OICH83026F]

2. SR4400

POS.NO **ICS18** Part no. ***HS26AWH0R** New version no: **VER .030515**

(HD6433026D04F Mask Ver.030515 FACTORY PART No. **OICHD6433026D04F**)

[OLD part no. *HU100620R FACTORY PART No. OICH83026F]

Version no can be confirmed with SERVICE MODE, Refer to service manual of SR4300 page56 or SR4400 page52.

[REMARKS]

1. The countermeasure apply to this claim only.
2. This improvement has been done in the production the serial no.XE000322xxxxxx and after (SR4400)
3. The production of SR4300/N1B/N1G/A1B/A1G has been finished.

Approved by **S.NAGAO**

Written by

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|--|-----------|--|----------------------|
| marantz® SERVICE BULLETIN | | Date: 30-June-2003 | Model: SR4300,SR4400 |
| | | Page: 1 / 1 | REF.NBR: MZ03-023 |
| Circulation: | | Subject: | |
| Application: | | The sound is interrupted, when the playback DIGITAL of CD-R/RW of the SCMS signal. | |
| x for information customer complaint in case of service mandatory | See Below | Int.ref: | |

[PHENOMENON]

When the playback CD-R/RW of Digital that SCMS(Serial Copy Management System) signal was recorded, The sound is interrupted

[SOLUTION]

Replace MICRO PROCESSOR(Flash) **ICS18** on the **DIGITAL/AUDIO PCB**.

[NECESSARY PART]

1. SR4300

POS.NO **ICS18** Part no. ***HS09AWH0R** New version no: **VER .030527**

(H8/3026F Flash Ver.030527 wrote FACTORY PART No. **OICH83026F43SV0527**)

[OLD part no. *HU100620R FACTORY PART No. OICH83026F]

2. SR4400

POS.NO **ICS18** Part no. ***HS26AWH0R** New version no: **VER .030515**

(HD6433026D04F Mask Ver.030515 FACTORY PART No. **OICHD6433026D04F**)

[OLD part no. *HU100620R FACTORY PART No. OICH83026F]

Version no can be confirmed with SERVICE MODE, Refer to service manual of SR4300 page56 or SR4400 page52.

[REMARKS]

The countermeasure apply to this claim only.

This improvement has been done in the production the serial no.XE000323xxxxxx and after (SR4300) the serial no.XE000322xxxxxx and after (SR4400/N1B/N1S)

SR4400/A1B/A1S/K1S/K1G/U1B have used New MICRO PROCESSOR. Therefore, this problem doesn't occur.

Approved by **S.NAGAO**

Written by

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| marantz® SERVICE BULLETIN | | Date: 15-May-2003 | Model SR4300 |
| | | Page: 1/1 | REF.NBR:MZ03-009 |
| Circulation: | | Subject: Noise from Front Lch and/or Surround Lch | |
| x for information customer complaint in case of service mandatory | | | |
| Application: | | Int.ref: | |
| Before XExx0250xxxxxx | | | |

[PHENOMENON]

Noise (Crackly sound) appears from front Lch and/or surround Lch.

[SOLUTION]

Replace CODEC IC AK4529VQ (ICS08) to new type one (Parts No. ***HC108140R**).

The countermeasure needs to apply to this claim only.

[REMARKS]

New IC has been applied in the production after the Week code number "0250" and after.
(The Week code number is "####" of serial number "MZxx####xxxxxx".)

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|--|--|---|-------------------|
| marantz® SERVICE BULLETIN | | Date: 30-June-2003 | Model: SR4300 |
| | | Page: 1 / 3 | REF.NBR: MZ03-026 |
| Circulation: | | Application: | |
| x for information customer complaint in case of service mandatory | | See Below | |
| | | Subject: Noise is conspicuous by the conditions. | |
| | | Int.ref: | |

[PHENOMENON]

Noise is conspicuous PREAMP OUTPUTS and SPEAKER OUTPUTS by the conditions.

[SOLUTION]

the change of the following part.

[On the DIGITAL/AUDIO PCB]

1. Replace **RS387, RS388, RS390, RS391, RS392, RS393** (2.4 k ohm) to **8.2 k ohm (part no. NN05822610)**
2. Replace **RS389** (1 k ohm) to **2.7 k ohm (part no. NN05272610)**

[On the 6.1CH/PRE OUT PCB]

3. Cut a pattern. (please see Fig.1)
 4. Add a wire. (please see Fig.1)
 5. Twist the wire 5 times. (please see Fig.2)
- The 9pin wires are connected to JFS05(DIGITAL/AUDIO PCB) from JFK1(6.1CH/PRE OUT PCB)

As for the details, please see page2/3 and page3/3.

[REMARKS]

The countermeasure apply to this claim only.

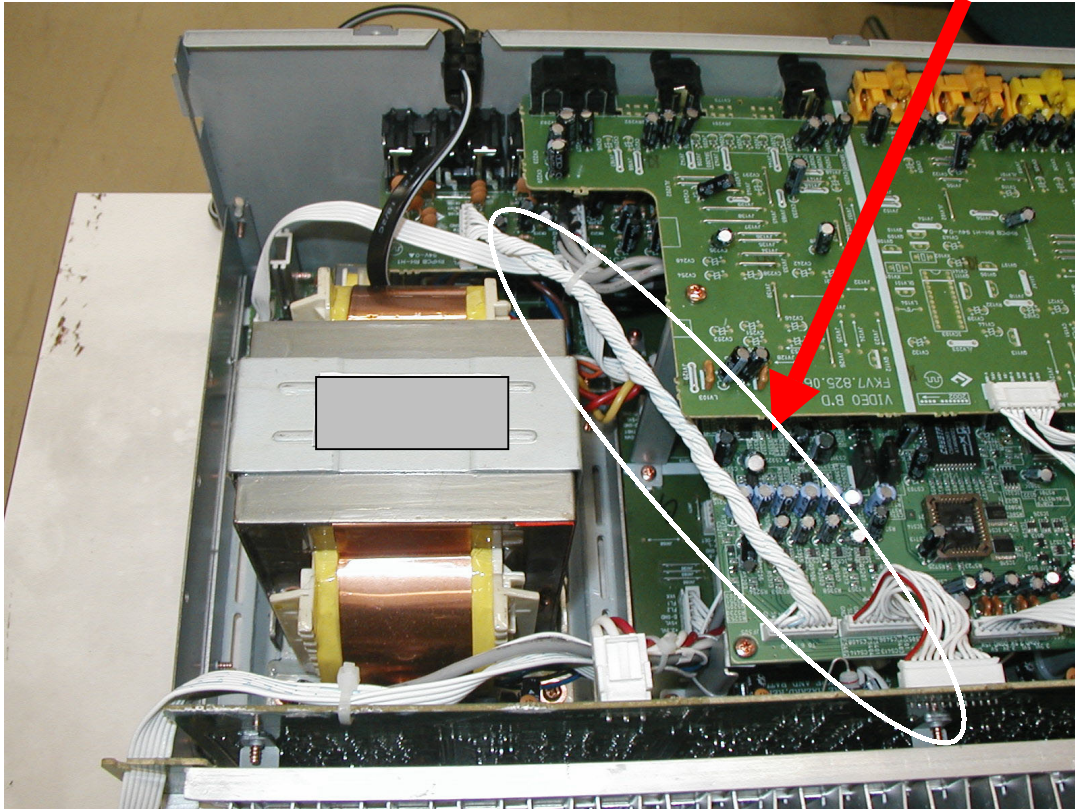
This improvement has been done in the production the serial no.XE000327xxxxxx and after (SR4300).
(But, Item 3, 4 are excluded.)

Approved by **S.NAGAO**

Written by

Fig.2

Twist the wire 5 times



↓ FRONT SIDE

| | | | |
|--|--|--|-------------------|
| marantz® SERVICE BULLETIN | | Date: 28-Aug-2003 | Model: SR4300 |
| | | Page: 1 / 1 | REF.NBR: MZ03-033 |
| Circulation: | | Subject: | |
| Application: | | There is a case that the power shut-down suddenly. | |
| x for information customer complaint in case of service mandatory | | Int.ref: | |
| See Below | | | |

[PHENOMENON]

1. The power shut-down suddenly, and STANDBY indicator turned off.
2. No response of the unit even if the POWER button is pressed.
3. The unit returned normally when connect the power plug to the outlet again. Or, When it is left alone for a while, the unit may be returned normally.

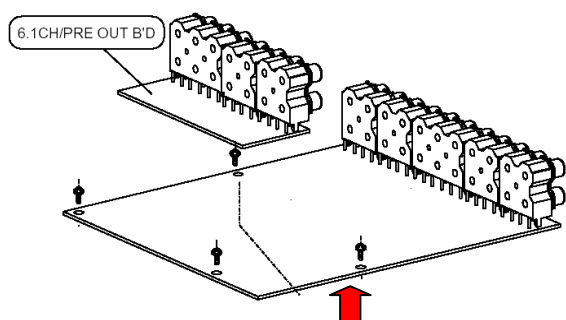
[REASON]

When the unit warms up, CPU clock stops, and the unit becomes a perfect stop.
The capacitor (0.1uF) was mounted instead of resistor RS870(10 k ohm) .
(When the PCB is repaired, it has the possibility that a capacitor (0.1uF) was used.)

* Though occurrence probability is low, information is provided as **REPAIR HINT**.

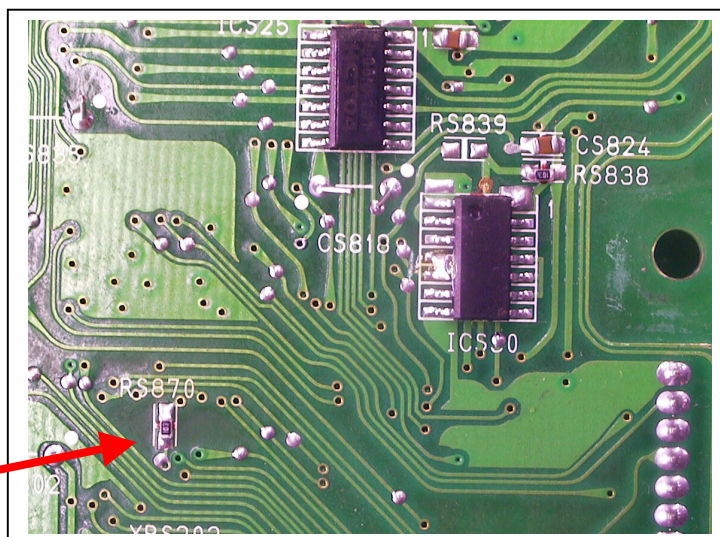
[SOLUTION]

1. Confirm whether **RS870** on DIGITAL/AUDIO PCB is **10 k ohm Chip resistor**.
2. The part which isn't right, changed to **10 k ohm Chip resistor (Part no. NN05103610)**.



RS870 is this side of DIDITAL/AUDIO PCB

RS870 (10 k ohm)



[REMARKS]

The countermeasure apply to this claim only.
This problem apply to the week code number MZ000331xxxxxx.

This solution has already been applied in the production after the week code number MZ000332xxxxxx.

Approved by **S.NAGAO**

Written by

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|--|-----------|--|-------------------|
| marantz® SERVICE BULLETIN | | Date: 18-Mar.-2004 | Model: SR4300 |
| | | Page: 1 / 1 | REF.NBR: MZ04-032 |
| Circulation: | | Subject: | |
| Application: | | Treble is slightly distorted in CS II mode. (only in case of Rch) | |
| x for information customer complaint in case of service mandatory | See Below | Int.ref: | |

[PHENOMENON]

Treble is slightly distorted when the level of TruBass is increased in CSII mode. (only in case of Rch)

It occurs when “Speaker Size setup” is set as the right figure.

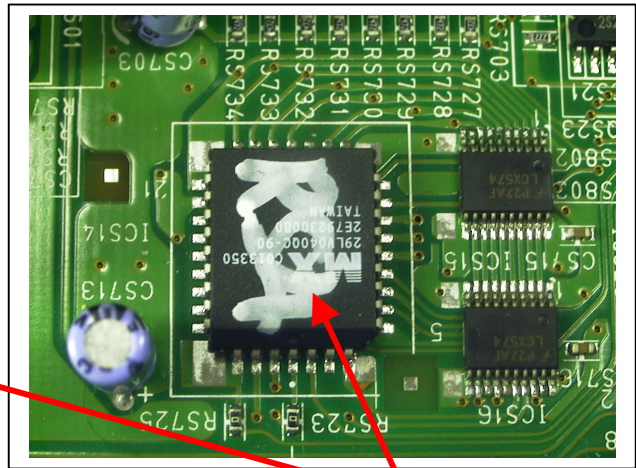
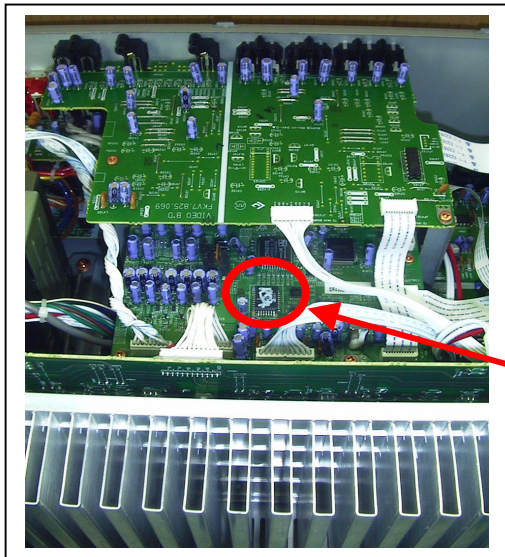
| Speaker Size Setup | |
|-----------------------------|---------------------------------|
| SUBW (Subwoofer) | YES / NONP |
| L&R (Front Left&Right) | SMALL / LARGE |
| CENTER | SMALL / LARGE / NONP |
| SL&SR (Surround Left&Right) | SMAL / LARGE / NONE |
| SURR.B (Surround Back) | YES NONP |

[SOLUTION]

Replace IC (ICS14) on the **DIGITAL/AUDIO CIRCUIT BOARD**.

[NECESSARY PART]

POS.NO ICS14 Part no. *HS09AWX2R MX29LV040QC-90 **Factory part no. OICMX29LV040QC90**
 [OLD part no. *HS09AWX0R Factory part no. OICMX29LV040QC90]



ICS14

[REMARKS]

The countermeasure apply to this claim only

1) This problem apply to the following serial number.

SR4300 apply to XE000252xxxxxx.

2) This improvement has been done in the production serial number XE000301xxxxxx and after.

Approved by **S.NAGAO**

Written by