D&M
D&M Holdings Inc.
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marantz®

Service Bulletin
No. : MZ09-024
Date: April 24, 2009

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Model: SR5003

Subject: Software Update Information

* This countermeasure is applicable only upon claim from the customer. This Service Bulletin is only service information intended to address the following minor issue, and is not call for a rework to be applied to stock units.

Symptom: 1. When the HD AUDIO such as Dolby Digital Plus is being input in RS232C format, the unit responds with '0' to the <@SUR:?> command.
2. The sound is muted sometime when specific Player is connected in HDMI, and it returns to normal playback from the fast-forwarding playback with the sound.
(The sound is muted when the program recorded with AAC (Dolby Digital etc.) by the Panasonic BD recorder DIGA (DMR-BW750), and it returns to normal playback from the fast-forwarding playback with the sound.)

Solution: The MAIN CPU SOFTWARE will be updated to address the problem. The new version number after the correction will be [V090420 1].

Parts:
The update software to be used is 00M07DW499A04.zip.
The write data file name: "sr5003_090420_1.rom"
For the procedure, please refer to Page 16 in the service manual.

Serial Number Range:
"MZ04xxxxxxxxxx (Service Code 04) and earlier "
MZ05xxxxxxxxxx (Service Code 05)" and later: has been corrected on the production line.

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