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**marantz**<sup>®</sup>

## Service Bulletin

No. : MZ07-074

Date: July 20, 2007

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**Model:** SR7001, SR8001

**Subject:** Software Update Information.

- Symptom:**
1. The products output no image when connected to the DV9500 via HDMI or to the VP12S3 via DVI.
  2. The products develop a lower black level in the HDMI output than in the Analog Video output when the image is up-converted through the Analog Video input.
  3. The products generate beat noise when connected via HDMI to a player, which is playing back the silent zone of the Multi Ch PCM with Fs=48KHz or 96KHz or 192KHz with a volume level set at over 0dB.
  4. The products output the L+R signals from the Lch and Rch via PCM right after getting powered on when connected via HDMI to a player capable of outputting DSD sound via HDMI while playing back DSD sound on a SACD.
  5. The products output no sound after the FUNCTION is switched back when connected via HDMI to a player capable of outputting DSD sound via HDMI while playing back DSD sound on a SACD.
  6. The SR8001 in SURROUND MODE will not output LFE Ch sound from the subwoofer when connected via HDMI to a player capable of outputting DSD sound via HDMI with the resolution set to 720P or higher.
  7. The products generate noise from the center Ch and the surround Ch. when connected via HDMI to a player capable of outputting DSD sound via HDMI with the resolution set to 720P or higher, while playing back DSD sound on a 2ch SACD.
  8. When the SURROUND MODE is switched while the products are connected to a player capable of outputting DSD sound via HDMI, which is playing back DSD sound on an SACD, the subwoofer generates pop noise.

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**Solution:**

- 1. Please update the firmware of the MAIN and HDMI microprocessors. After the update, please refer to the Firmware Version History.
- 1) First, check the version of the firmware and DSP code using the Service Mode (see Service Manual on page 10 for details).

**Parts:**

- 1) Firmware Ver: **SR8001\_0706121.mot** (For how to rewrite, refer to the Service Manual on Page 40.) Part No: **00M06CW499A05**
- 2) Firmware Ver: **HDMI\_REPV2x070424h52.mot** (For how to rewrite the HDMI, refer to the Service Manual on Page 50.) Part No: **00M06CW499B05**

Check the version of each firmware. If it is found yet to be updated, please perform the latest update.

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**Firmware version**

Ref no.	Date	MAIN	HDMI	DSP CODE (for ref)	
MZ07-074	2007, 7,19	V0706121	h52	38609041	Latest

**Applicable Serial Number Range:**

- SR7001: 04 (03)
- SR8001: 04 (03)

\* For Phenomena 4, 5, 6, 7 & 8, begin with the codes in parentheses.

**Serial Numbers of Units Corrected in Production:**

- SR7001: 05 (04)
- SR8001: 05 (04)

\*For Phenomena 4, 5, 6, 7, & 8, service codes in parentheses and subsequent ones are already corrected.

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