

marantz® SERVICE BULLETIN		Date: 15-May-2003	Model SR9200/SR8200
		Page: 1/1	REF.NBR:MZ03-010
Circulation:		Application:	
x for information customer complaint in case of service mandatory		ALL	
		Subject: Sound cut a little at the beginning of the track Volume level will decrease when changed Digital and Analog input	
		Int.ref:	

[PHENOMENON]

1. Sound cut a little at the beginning of the track with digital connection and with CD or DVD playback. It will happen with first playback and after track skip.
 2. Volume level will decrease a little when changed from Digital input (as CD input) to Analog input (as Tape input), and vice versa.
- It happens only the Bass/Treble control is set to other than default "0" setting.

[SOLUTION]

Update the firmware for CPU and DSP.

Firmware for CPU : **SR9200UP_NEW_DSP_030124**

Firmware for DSP : **SR9200UP_NEW_H8_0130_1**

(Unzip the file distributed before update.)

Please refer to the SR9200/SR8200 Service manual page 87 "9.UPDATE FIRMWARE" about details of updating the firmware.

[REMARKS]

After update the unit, following surround mode will be changed. (Caused by new DSP firmware.)
So, please explain to your customer this change.

* SR9200

1. THX Ultra mode => THX Ultra2 mode
2. SRS CS => SRS CS II

* SR8200

1. SRS CS => SRS CS II

This countermeasure only applies to this claim.

marantz® SERVICE BULLETIN		Date: 15-May-2003	Model SR8200,SR9200
		Page: 1/1	REF.NBR: MZ02-040
Circulation:		Application:	
x for information customer complaint in case of service mandatory		Before	
		Subject: VOL Level and Tune preset memory aren't Back up.	
		Int.ref:	

[PHENOMENON]

When Push the power switch On/Off, VOL Level and Tune preset memory aren't Back up.
The leakage current of the condenser occurs at low temperature, and it isn't suitable for the timing in Power off.

[SOLUTION]

Replace **C801**(0.01uF) to **0.0047uF** (Parts No. **DK17472910**) on the P824 POWER SW CIRCUIT BOARD.

[REMARKS]

This improvement has been done in the production after the Lot number below.

SR8200 Lot number “ 08 “ and after.

SR9200 Lot number “ 09 “ and after.

The Lot number is mentioned the serial number label on the rear panel.
(ex. **MZxxxxxx08xxxx**)

marantz® SERVICE BULLETIN		Date: 22-Apr.-2004	Model: SR8200, SR9200
		Page: 1 / 1	REF.NBR: MZ04-034
Circulation:		Subject:	
Application:		After specific operation, SETUP sometimes returns to initial setting.	
x for information customer complaint in case of service mandatory		ALL	
		Int.ref:	

[PHENOMENON]

1. By SETUP MENU, Set the Speaker level of SURROUND to "+1dB or more". Then, escaping from MENU.
2. The Sound level is set to "negative infinity" from "other than negative infinity" by VOL Knob
3. Press the POWER switch to turn off and turn on,
4. "Clear memory" is displayed and SETUP sometimes returns to initial setting.

[SOLUTION]

- 1) Update the CPU's software version to [V0404051]
- 2) Update the DSP's software.

Please refer to the service manual page97 to 98 about details of " 9.UPDATE FIRMWARE ".

First of all, please check the CPU(QU01) version.

It can be confirmed on the Service Manual page 95 "SERVICE PROGRAM",

Microprocessor (CPU), DSP Version and FLD Segment Check Mode

Turn the unit into the Factory Mode (See above) first. Each time DISPLAY key is pressed or RC-5 code 161500 (Display) is entered, information shown on the FLD changes in the following order. Software versions of μ-com and DSP can be seen and FLD segments can be checked.

1. Model Name is displayed like "SR9200", "SR8200", "PS9200..
2. Software version of QU01(CPU) is displayed in the following format.

M	A	I	N	V	0	0	0	4	2	6	0
				Year	Month	Date			Ver.		

V040405 1

File name of *SR9200CD3		
Name	Size	Ratio
h82633_19200.inf	636	45%
h82633_38400.inf	636	45%
h82633_9600.inf	633	45%
H8Download.exe	205,752	54%
H8Download.GID	8,628	95%
H8Download.hip	10,774	80%
sr9200up_0404051.mot	741,600	69%
upmicro.ini	178	31%
wc192.wrt	6,422	70%
wc384.wrt	6,422	70%
wc96.wrt	6,422	70%
aac_493292_32.lid	100,968	84%
aas_pro12_493292_11.lid	88,490	83%
ac3_pl2_reeq_493292_15.lid	96,494	82%
ac3r_493292_08.lid	69,417	77%
circle_surr2_493xxx_14.lid	84,326	83%
DspSetting.inf	1,159	55%
dts_6dot1_reeq_493292_08.lid	98,150	82%
dts_neo6_493292_17.lid	88,644	83%
dts96_6dot1_dsp1_493292_10.lid	105,806	84%
dts96_6dot1_dsp2_493292_11.lid	59,534	82%
dtsr_493292_05.lid	62,415	77%
eff_4932xx_12.lid	47,808	83%
hdc_4932x3_06.lid	46,872	80%
pl2_2fs_493xxx_04.lid	67,536	85%
ReadMe.txt	680	50%
serialnum.dat	4	0%
tw8_493xxx_11.lid	68,954	82%
UpgradeDSP.exe	266,369	52%
UpgradeDSP.ini	74	8%

[NECESSARY PART]

Update of the firmware disc *SR9200CD3

(CPU: SR9200UPG_CPU_V0404051)
(DSP: SR9200UPG_DSP_030124)

[REMARKS]

The countermeasure applies to this claim only.

After update the unit, following surround mode will be changed. (Caused by new DSP firmware.)
So, please explain to your customer this change.

* SR9200

1. THX Ultra mode => THX Ultra2 mode
2. SRS CS => SRS CS II

* SR8200

1. SRS CS => SRS CS II

marantz® SERVICE BULLETIN		Date: 15-May.-2003	Model: SR8200,SR9200
		Page: 1 / 1	REF.NBR: MZ02-030
Circulation:		Subject: The problem that the sound of Dolby Digital is Interrupted.	
Application:			
x for information customer complaint in case of service mandatory		Int.ref:	
See Below			

[PHENOMENON]

When Playback DVD of USA edition, the sound of Dolby Digital is interrupted.
Specially, it occurs in Pearl Harbor, Jurassic Park 3, Beast Monster and Stuntman DVD.

[SOLUTION]

The version of the Dolby encoder was changed to cope with Dolby EX.
Update the firmware of the CPU(QU01) and DSP(Q671) to the following version or the latest version.

1. The version of the CPU(QU01) : **011225 01**
2. The version of the DSP(Q671) : **CD 07 01030102**
: **CD 03 01010302**

Refer to 97 and 98 pages for the procedure of update firmware.

[NECESSARY PART]

Firmware update Disc ***SR9200CDR**

[REMARKS]

This improvement has been done in the production line after
the Lot number MZxxxxxx06xxxx and later.(SR9200/U1B/S1G)
the Lot number MZxxxxxx04xxxx and later.(SR8200/U1B/S1G)

The Lot number is mentioned the serial number label on the rear panel.
(ex.MZxxxxxx06xxxx)