



Service Bulletin

No. : MZ09-154

Date: February 2, 2010

Model: UD9004, UD8004

Subject: The unique key of unit might be lost.

Countermeasure is applicable only upon claim from the customer.

Symptom: 1) When the unit reproduces specific BD's which were made by the "Twentieth Century Fox Film Corporation", the unit will display a picture promoting an update of the firmware, and then the unit might generate block noise when it reproduces the main title.

2) When unit reproduces a specific BD which was made in by the "Twentieth Century Fox Film Corporation", the unit displays a text that promotes an update of the firmware, and unit might reproduce the main title.

3) When unit reproduces DVD-Audio, the audio signal might output without any sound or a noise signal and/or the video signal might output without any picture.

Solution: COUNTERMEASURE: We have to enter the unique key to the unit. The unique key is controlled by the Marantz engineering section. Therefore, if you need the unique key reinstalled, please send the MAIN PWB to:

D&M Holdings Inc.
100 Corporate Drive
Mahwah, NJ
07430
Attention:
Lou D'Alessandro

Download and fill out the attached return form and return the form along with the board.

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Parts:

1) Parts name and number of target PWB.

Model	Parts Name (PWB)
UD9004	8U-37AK55000 (MAIN UNIT)
UD8004	8U-310041 (MAIN UNIT)

2) How to enter the unique key to the printing board? Please remove the target PWB, and ship it to the address listed in the "Solution" section. After the unique key is re-instated to the board, we will return the board to you.

3) How to send the target MAIN PWB board to us? Please insert the MAIN PWB into an electrostatic safe bag, and pack it into a suitable shipping carton to safeguard against shipping damage. Please fill in your information onto the attached "UNIQUE KEY REQUEST" sheet (MZ09-154_Request_sheet_field.pdf) and send it along with the MAIN PWB you are returning.

Caution! *If the printing board is damaged in transportation, we will not repair or exchange the damaged PWB. We will take a picture of the damaged PWB and send it to you through e-mail, and then dispose of the board. *Please do not send a broken PWB to us. * If you forget to include the "UNIQUE KEY REQUEST" sheet, we will not be able to send the PWB back to you.

Serial Number Range:

All

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