



D&M Holdings Inc.

100 Corporate Drive Mahwah, NJ 07430

**marantz**<sup>®</sup>

## Service Bulletin

No. : MZ09-132

Date: December 17, 2009

---

**Model:** UD9004

**Subject:** Software update

Countermeasure is applicable only upon claim from the customer.

**Symptom:** 1) BD-Live of "Harry Potter and the Half-Blood Prince" is not operated properly.  
2) The MENU might be not displayed perfectly while playing the Blu-ray Disc "Pure audio experience (D&M Europe produced)" when the Tray is closed and opened.  
3) No German text in disc menu of Blu-ray Disc "Underworld".

**Solution:** The firmware has been updated to correct the minor problems.

Updating the firmware:

Please do not use a Proxy for updating in the Network environment! If the customer uses a Proxy setting the unit won't update the firmware properly.

\*For update procedures, please see manual.

\*Please do not turn off the Power of the unit during the update operation.

Confirmation of the version:

- 1) Press the "**OPEN/CLOSE**" button and open the Disc Tray.
- 2) Remove the Disc from the Tray.
- 3) Please confirm! "**NO DISC**" on the FL Display.
- 4) While pushing the "**PLAY**" and "**OPEN/CLOSE**" button, turn on the power of unit.
- 5) Plug in AC CORD.
- 6) The indication of "**PLAY**" and "**PAUSE**" will be displayed on FL Display.
- 7) Please confirm! "**NO DISC**" on the FL Display, and wait 10 seconds.
- 8) Press the buttons on the remote control in the following order "**3**", "**2**", "**6**" and "**5**".

---

### CONFIDENTIALITY NOTICE:

The information contained in this document is intended for the exclusive use by MARANTZ Authorized Service Centers and their employees. This document may contain information that is privileged, confidential and may be protected from disclosure under applicable laws and terms of the MARANTZ Service Agreement. Any distribution, disclosure, dissemination or copying of this document and the information it contains is prohibited. No responsibility will be accepted by MARANTZ for any damage, injury or loss resulting from the misuse of the information contained in this document.

- 9) The version of the firmware will be indicated on the FL Display.
- 10) The firmware list will also be shown on connected TV (GUI).
- 11) Push the "UP" button of cursor button, version of the each firmware will be indicated on the FL Display.

	Name	Version
1	Sys	Ver000102
2	B/E	Ver000111
3	F/E	Ver000107
4	SA	Ver000100 or Ver000200

	Name	Version
5	AD1	Ver000104
6	AD2	Ver000101
7	AS	Ver000200

**Serial Number Range:**

Please apply the above modification to the production models in the following serial numbers. (full digits)

\*\*\*\*\*000001 ~ \*\*\*\*\*000170

---

**CONFIDENTIALITY NOTICE:**

The information contained in this document is intended for the exclusive use by MARANTZ Authorized Service Centers and their employees. This document may contain information that is privileged, confidential and may be protected from disclosure under applicable laws and terms of the MARANTZ Service Agreement. Any distribution, disclosure, dissemination or copying of this document and the information it contains is prohibited. No responsibility will be accepted by MARANTZ for any damage, injury or loss resulting from the misuse of the information contained in this document.