

<b>marantz®</b> <b>SERVICE BULLETIN</b>		Date: 10-July-2002	Model: DV3100
		Page: 1 of 1	REF.NBR: MZ02-011
Circulation:		Application:	
x for information customer complaint in case of service mandatory .....		ALL	
		Subject: Improvement for can't playback of some particular DISC.	
		Int.ref:	

**[PHENOMENON]**

Unit freezes with “ Harry potter Disc 2 (after retrying to choose stick three times in “Ollivanders Wanda”) in JAPAN.

When can't Playback DISC, Please upgrade the firmware.

**[CAUSE]**

The navigation command could not escape from the “stick choosing loop”.

**[SOLUTION]**

Upgrade the firmware to “Ver 1.5 20020524”

Applied program for each model

**DV3100/U1B/U2B** uses “ Flashrom.exe ” and “ marantz\_a1\_3language.bin ”  
**DV3100/N1B/N2B** uses “ Flashrom.exe ” and “ marantz\_a2\_5language.bin ”  
**DV3100/A1B** uses “ Flashrom.exe ” and “ marantz\_a4\_china.bin ”

Upgrade the firmware are attached to the E-mail.

File name is **HarryPotter.zip** ( Flashrom.exe )  
( marantz\_a1\_3language.bin )  
( marantz\_a2\_5language.bin )  
( marantz\_a4\_china.bin )

**[Attention about FILE to use]**

1. Copy “Flashrom.exe” and “marantz\_xx\_xxxxx.bin “ to a FLOPPY DISK  
(This program can work from FLOPPY DISK)
2. Open the folder, then click **Flashrom.exe**
3. Select **File** - **Open**
4. Click “**marantz\_xx\_xxxxx.bin**”
5. Click **the picture of the syringe**
6. Download start.

**[REMARKS]**

The countermeasure apply to this claim only.

**[NECESSARY PART]**

The tools and Install Process are shown in a service manual 4-5 page.

The Service manual part no is the following.

DV3100/F1N/A1B/U1B.--- 304W855010

DV3100/N2B/U2B-----304W855040 or 3120 785 22630

DV3100/N1B ----- 304W855020 or 3120 785 22450

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Written by **S.NAGAO**

<b>marantz®</b> <b>SERVICE BULLETIN</b>		Date: 16-Mar.-2004	Model: DV3100
		Page: 1 / 1	REF.NBR: MZ04-026
Circulation:		Application:	
x for information customer complaint in case of service mandatory .....		See Below	
		Subject:  The subtitles of the screen shake. (This problem occurred in Japan).	
		Int.ref:	

**[PHENOMENON]**

1) When playback specifying DVD DISC, the subtitles of the screen shake.

**[SOLUTION]**

1) Update the firmware to **Ver 1.5 20030728**.

Please refer to the service manual DV3100 page4-5

**[NECESSARY PART]**

Update of the firmware disc **\*DV3100FD3**

**[REMARKS]**

The countermeasure apply to this claim only

The production of DV3100 has been finished.