

<b>marantz®</b> <b>SERVICE BULLETIN</b>		Date: 5-Mar.-2004	Model: SR5400,SR6400,SR7400
		Page: 1 / 1	REF.NBR: MZ04-019
Circulation:		Subject:	
Application:		By idling, Top cover becomes very hot so that it cannot touch by hand.	
x for information customer complaint in case of service mandatory .....		See below	
		Int.ref:	

**[PHENOMENON]**

In idling state, if time passes, the top cover becomes very hot.

**[SOLUTION]**

1) Idling adjustment is changed to the following contents.

- A. The target setting voltage changes according to ambient temperature.**
- B. Adjustment time and Measurement Voltage after the Power ON are changed.**
- C. Adjustment is impossible when ambient temperature is 9 degrees centigrade or less.**

- 2) The setup of "Master Volume---Minimum, Speaker out---No load, and Top lid---OPEN" does not change.
- 3) Alignment Point and Measurement Point do not change.
- 4) Ignore 2 and 3 of Idling Current Alignment on the service manual (SR5400/SR6400 is 59 page and SR7400 is 57 page).

**Ambient temperature and Measurement Voltage of change are the following table.**

After Turning ON	Ambient temperature 10 to 19 degrees centigrade	Ambient temperature 20 to 30 degrees centigrade
	Measurement Voltage	Measurement Voltage
5 min.	1.2 mV +- 0.3 mV	2.0 mV +- 0.3 mV
10 min.	1.2 mV +- 0.3 mV	2.1 mV +- 0.3 mV
20 min	1.4 mV +- 0.3 mV	2.5 mV +- 0.3 mV
30 min	1.6 mV +- 0.3 mV	2.7 mV +- 0.3 mV
40 min	1.7 mV +- 0.3 mV	2.9 mV +- 0.3 mV
50 min	1.8 mV +- 0.3 mV	3.1 mV +- 0.3 mV
60 min.	1.9 mV +- 0.3 mV	3.2 mV +- 0.3 mV

**[REMARKS]**

- The countermeasure apply to this claim only.
- With the Unit which has returned from the customer by repair, Please also readjust the following serial number.

This problem apply to following week code.

SR5400 / SR6400 / SR7400 apply to MZ020405xxxxxx.

This improvement has been done in the production the week code MZ020406xxxxxx and after.

Approved by **S.NAGAO**

Written by

<b>marantz®</b> <b>SERVICE BULLETIN</b>		Date: 15-Mar.-2004	Model: SR7400
		Page: 1 / 1	REF.NBR: MZ04-025
Circulation:		Subject:	
Application:		Can't decode input signal by the operation of other company HDD RECORDER.	
x for information customer complaint in case of service mandatory .....	See Below		
		Int.ref:	

**[PHENOMENON]**

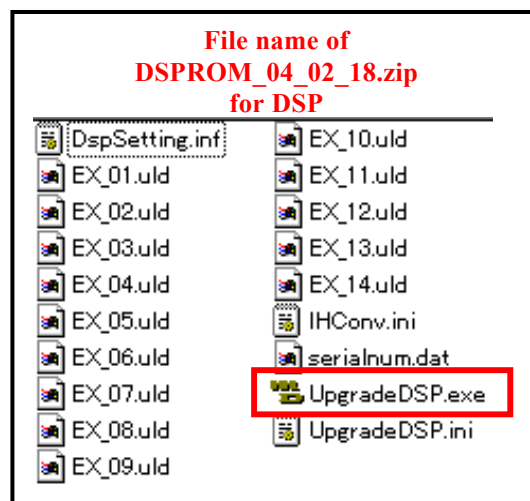
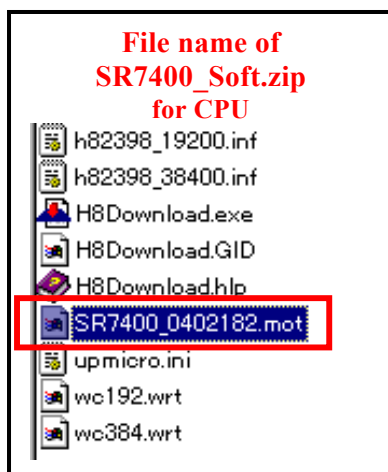
- 1) It occurs when Digital connection of HDD recorder (by Panasonic or Toshiba product).
- 2) The sound output of SR7400 is muted by HDD recorder operation.

**[SOLUTION]**

- 1) Update the CPU(IC28)'s software version to [ **V040218\_2x** ]
- 2) Update the DSP(IC20)'s CODE ID 02 to [ **CD02\_02010116** ]
- 3) Please refer to the service manual SR7400 page58 to 62, about details of "10.SERVICE MODE" and " 12.UPDATE FIRMWARE ".

**[NECESSARY PART]**

Update of the firmware disc **\*SR7400CD2**



**[REMARKS]**

The countermeasure apply to this claim only

- 1) This problem apply to the following service change code.

SR7400/K1G/N1B/N1S /S1G/U1B    apply to MZ02xxxxxxxxxx

This improvement has been done in the production the service change code **MZ03**.

- 2) The model SR7400/L1G has improved from the top of mass production.

Approved by **S.NAGAO**

Written by

<b>marantz®</b> <b>SERVICE BULLETIN</b>		Date: 5-Mar.-2004	Model: SR5400,SR6400,SR7400
		Page: 1 / 1	REF.NBR: MZ04-019
Circulation:		Subject:	
Application:		By idling, Top cover becomes very hot so that it cannot touch by hand.	
x for information customer complaint in case of service mandatory .....		See below	
		Int.ref:	

**[PHENOMENON]**

In idling state, if time passes, the top cover becomes very hot.

**[SOLUTION]**

1) Idling adjustment is changed to the following contents.

- A. The target setting voltage changes according to ambient temperature.**
- B. Adjustment time and Measurement Voltage after the Power ON are changed.**
- C. Adjustment is impossible when ambient temperature is 9 degrees centigrade or less.**

- 2) The setup of "Master Volume---Minimum, Speaker out---No load, and Top lid---OPEN" does not change.
- 3) Alignment Point and Measurement Point do not change.
- 4) Ignore 2 and 3 of Idling Current Alignment on the service manual (SR5400/SR6400 is 59 page and SR7400 is 57 page).

**Ambient temperature and Measurement Voltage of change are the following table.**

After Turning ON	Ambient temperature 10 to 19 degrees centigrade	Ambient temperature 20 to 30 degrees centigrade
	Measurement Voltage	Measurement Voltage
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30 min	1.6 mV +- 0.3 mV	2.7 mV +- 0.3 mV
40 min	1.7 mV +- 0.3 mV	2.9 mV +- 0.3 mV
50 min	1.8 mV +- 0.3 mV	3.1 mV +- 0.3 mV
60 min.	1.9 mV +- 0.3 mV	3.2 mV +- 0.3 mV

**[REMARKS]**

- The countermeasure apply to this claim only.
- With the Unit which has returned from the customer by repair, Please also readjust the following serial number.

This problem apply to following week code.

SR5400 / SR6400 / SR7400 apply to MZ020405xxxxxx.

This improvement has been done in the production the week code MZ020406xxxxxx and after.

Approved by **S.NAGAO**

Written by

<b>marantz®</b> <b>SERVICE BULLETIN</b>		Date: 9-Jan-2004	Model: SR7400
		Page: 1 / 1	REF.NBR: MZ04-003
Circulation:		Application:	
x for information customer complaint in case of service mandatory .....		See Below	
		Subject:  Sound cut (short-time) of Dolby and dts decoding.	
		Int.ref:	

**[PHENOMENON]**

- 1) When Dolby Digital and dts decoding, the sound cut for about 0.5-second occurs at random.  
It doesn't occur in PCM decoding.
- 2) It occurs when Dolby Digital and dts are decoded with AUTO MODE.
- 3) Occurrence timing varies in the production time of the IC. Therefore, when this phenomenon occurs for a short time, or even if 30 minutes or more pass, it may not occurs.

**[REASON]**

Capacitor C281 (33pF) of the measure against EMC has influenced.  
By the capacitor C281, the standup of a clock pulse becomes late, DSP incorrect-detects the noise, and Auto Mute of DAC incorrect-operates.

**[SOLUTION]**

**Capacitor C281 ( 33pF) is removed on DSP PCB.**

As for details, Please see page 2/2

**[REMARKS]**

- 1) This problem apply to the following serial number.

SR7400/U1B    apply to MZ000345002450  
SR7400/N1B    apply to MZ000351000530  
SR7400/N1S    apply to MZ000351000840

- 2) The following model has improved from the top of mass production.

SR7400/L1G  
SR7400/K1G  
SR7400/S1G

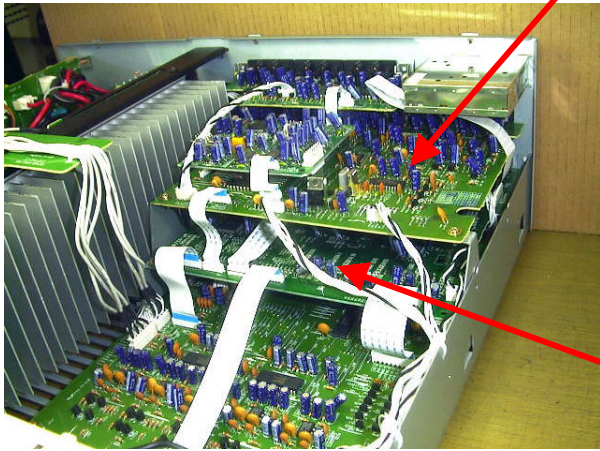
Approved by **S.NAGAO**

Written by

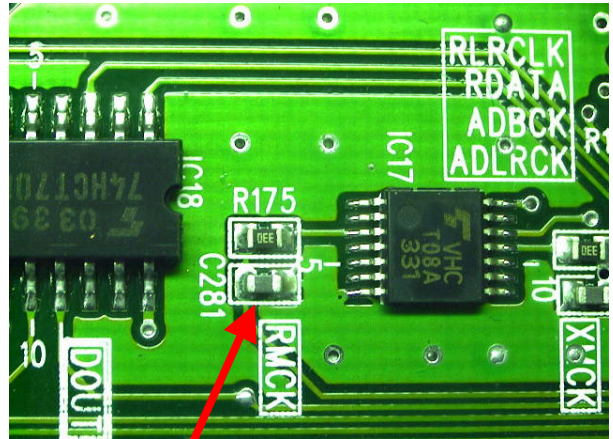
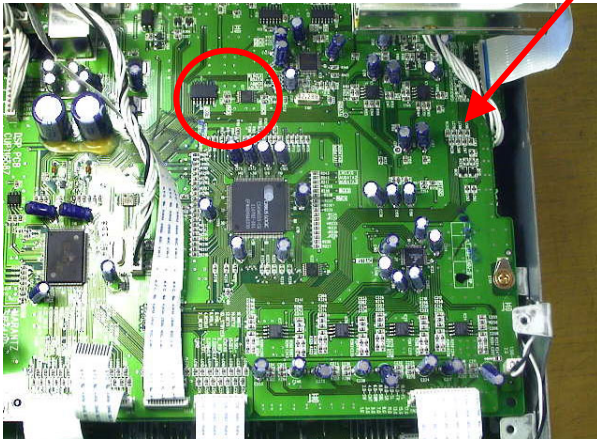
**C281 REMOVAL PROCEDURE**

- 1) Remove 9 screws of VIDEO PCB from REAR PANEL.
- 2) Remove 2 screws from VIDEO PCB.
- 3) Disconnect the connector and Flexible Flat Cable from VIDEO PCB.
- 4) You can remove VIDEO PCB, then you can see C281.
- 5) Remove C281.

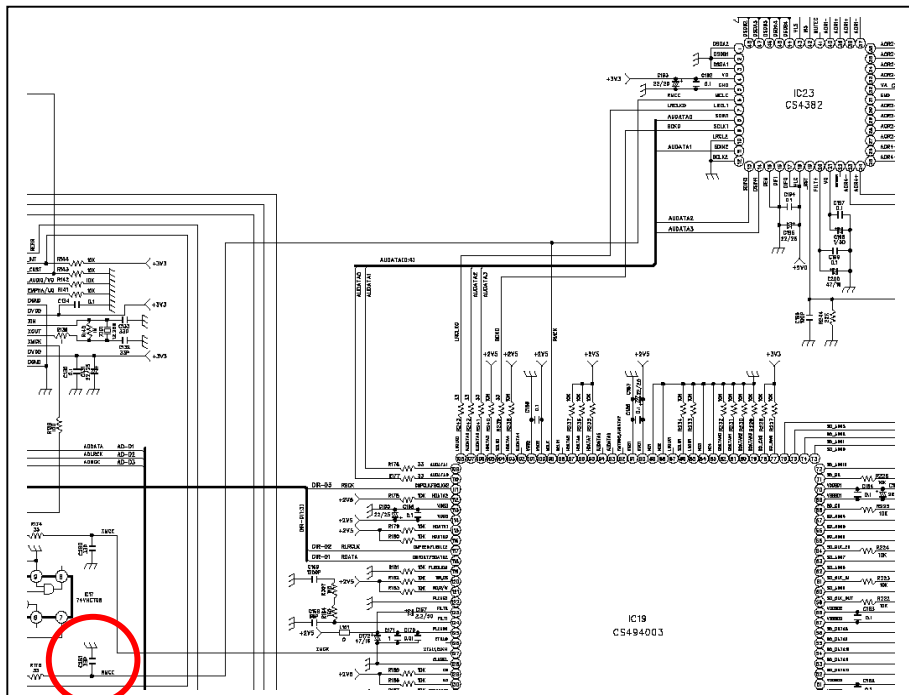
**VIDEO PCB**



**DSP PCB**



**C281**



<b>marantz®</b> <b>SERVICE BULLETIN</b>		Date: 9-Jan.-2004	Model: SR7400
		Page: 1 / 3	REF.NBR: MZ04-004
Circulation:		Subject:	
Application:		The synchronization of picture is disturbed. ( Only PAL system video signal )	
x for information customer complaint in case of service mandatory .....			
See Below			

**[PHENOMENON]**

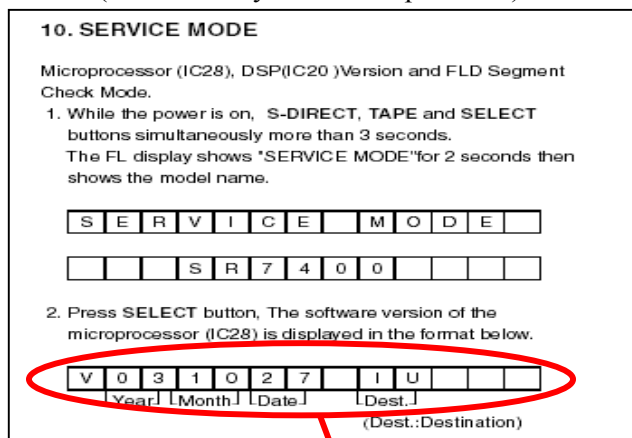
- 1) It occurs when the VIDEO CONVERT FUNCTION of SR7400 is used.  
“S-Video or CVB video signal input of PAL system” is outputted to Component Video Out, the synchronization of picture is disturbed.
- 2) The reappearance procedure of a phenomenon
  - 1. “S-video or CVBS Video signal of PAL system” is inputted to optional Function.
  - 2. The Converted Component Video output appears on the screen.
  - 3. Press the POWER ON and OFF Button on the remote controller. ( It is Standby ON/OFF operation.)

**[SOLUTION]**

The software related to Video Convert is improved.

- 1) Update the CPU’s software version to [ **V0401062** ]
- 2) Please refer to the service manual SR7400 page61 to62 about details of “ 12.UPDATE FIRMWARE ”.  
As for details, Please see page 2/3 and 3/3

**First of all, please check the u-P (IC28) version. It can be confirmed on the “SERVICE MODE”, please refer to the SR7400 Service Manual on page 58 for the procedure.**



**V0401062N**

**[NECESSARY PART]**

Update of the firmware disc \*SR7400CDR

**[REMARKS]**

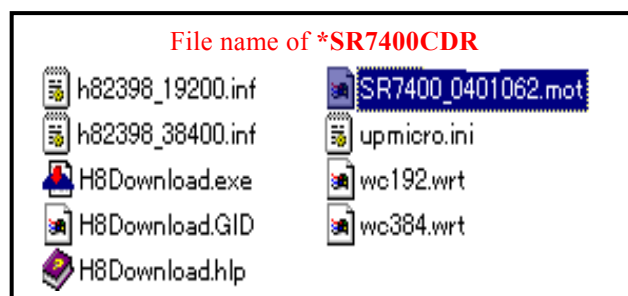
- 1) This problem apply to the following service change code.

SR7400/N1B    apply to MZ00xxxxxxxxxx  
SR7400/N1S    apply to MZ00xxxxxxxxxx

- 2) The following model has improved from the top of mass production.

SR7400/K1G    SR7400/S1G

- 3) SR7400/U1B/L1G are NTSC system, this problem does not correspond.
- 4) This improvement has been done in the production the service change code **MZ02**.





## 12. UPDATE FIRMWARE

Personal notes:

page 2/3

Software for CPU and DSP can be updated.  
Have \*SR7400CDR update disc.  
There are two mode of download, regarding to the target of software as below.

Mode 1: Download DSP's software to 4M Flash-ROM.

This mode is to update the software for DSP.  
The target devise is 4M Flash-ROM (IC20) on CUP11658 (DSP PCB).  
SR7400 need to be set download condition, by three front keys.

Mode 2: Download CPU's software to internal Flash-ROM.

This mode is to update the software for DSP.  
The target devise is internal flash ROM of CPU (IC28) on CUP11658 (DSP PCB).  
The unit needs to be set to writing condition, by pushing internal switch from back-panel.

The following items are required for updating.

RS232C Dsub-9 pin cable (female to female/Straight type)  
PC (Windows 98, NT, ME, 2000) with RS-232C port.  
Upgrade software to CPU.

~~Upgrade software to DSP.~~

Use RS232C Dsub-9 pin cable (female to female/Straight type) to connect PC and the unit.

COM port on PC needs to be set by dialog box for each program. COM port can be set from COM1 to COM5.

Use Mode 2:

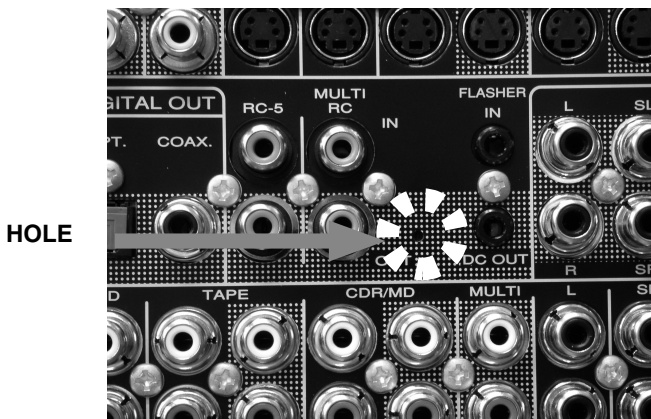
### Download Firmware for DSP (Mode 1)

1. Put the "DSP upgrade" folder into anywhere on your PC's hard disc.
2. Connect PC and the unit with the RS-232C cable.
3. Turn on the unit.
4. Press **ENTER**, **MUTE** and **CD** buttons simultaneously more than 5 seconds to turn the unit into Loading Mode.
5. "LOADING MODE" will be shown on FLD.
6. Launch "UpgradeDSP.exe" on PC.
7. Set the Baud Rate to 38400 then click **Start communication** button. If the connection is made successfully, a dialog box saying "Success to connect" appears and "CONNECTED" is displayed on FLD.
8. Click **Send the DSP codes** button on the dialog box. Progress status of downloading will be shown on PC and LOADING is displayed on FLD.
9. If downloading is completed successfully, "COMPLETED" is displayed on FLD. And a dialog box saying "Finished the DSP code transmitting" appears. Click **OK** and then click **CLOSE** to close the application.
10. Turn off the unit.

### Download Firmware for CPU (Mode 2)

1. Put the "CPU upgrade" folder into anywhere on your PC's hard disc.
2. Connect PC and the unit with the RS-232C cable.

3. Insert a thin rod to the hole and push the switch (SW10) inside to turn on the switch.



4. Turn on the power of the unit. (Confirm that the stand-by LED lights in green so the unit is in the boot mode.)
5. Launch "H8Download.exe" on PC.
6. Click **other files...** button in the dialog box to specify the file (XXXX.mot) to be upload.
7. Click **Connect** button. If the connection with the H8  $\mu$ -com is successfully made, a dialogue box saying "Success to the H8 micro processor connection" appears. If the connection fails, error message will appear.
8. Click **Send** button to start update.
9. If the firmware is updated successfully, a dialog box saying "Finished the firmware program sending" appears.
10. Click **CLOSE** button to close the application.
11. Disconnect Mains power cord.
12. Turn off the internal switch that has been turned on at step 3.
13. Turn on the unit.

#### Firmware Version Check

To check the versions of the firmware, see "Microprocessor (CPU), DSP Version and FLD Segment Check Mode" in "SERVICE PROGRAM" section.

Personal notes:



<b>marantz®</b> <b>SERVICE BULLETIN</b>		Date: 15-Mar-2004	Model: SR7400
		Page: 1 / 1	REF.NBR: MZ04-024
Circulation:		Application:	
x for information customer complaint in case of service mandatory .....		See Below	
		Subject:  Noise occurs when volume is increased of the non-signal input.	
		Int.ref:	

**[PHENOMENON]**

- 1) Noise occurs except 7.1CH INPUT and analog signal S-DIRECT.
- 2) When volume is increased, noise occurs.

**[SOLUTION]**

- 1. Chip Resistor LC76 ( 0 ohm ) is removed on DSP PCB.**
- 2. Cut a GND-pattern on DSP PCB.**

As for details, Please see page 2/2

**[REMARKS]**

The countermeasure apply to this claim only

- 1) This problem apply to the following serial number or week code.

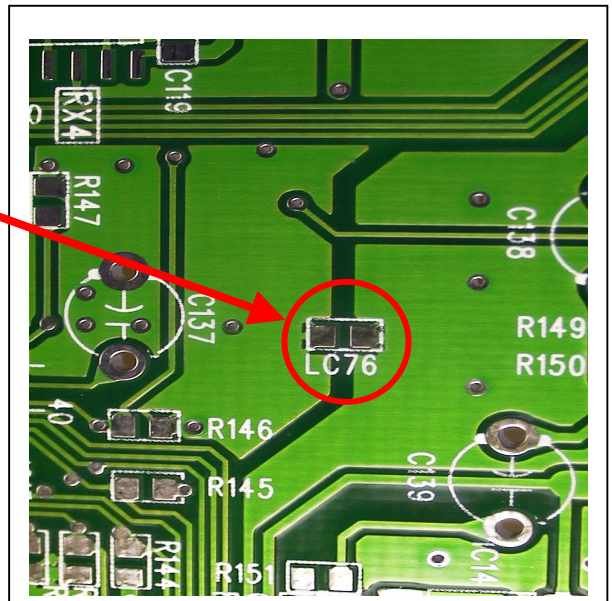
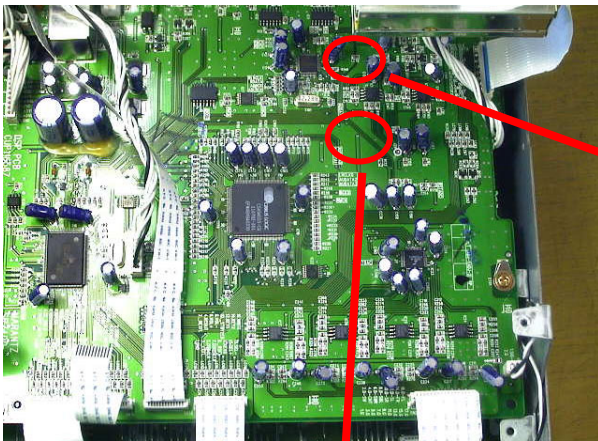
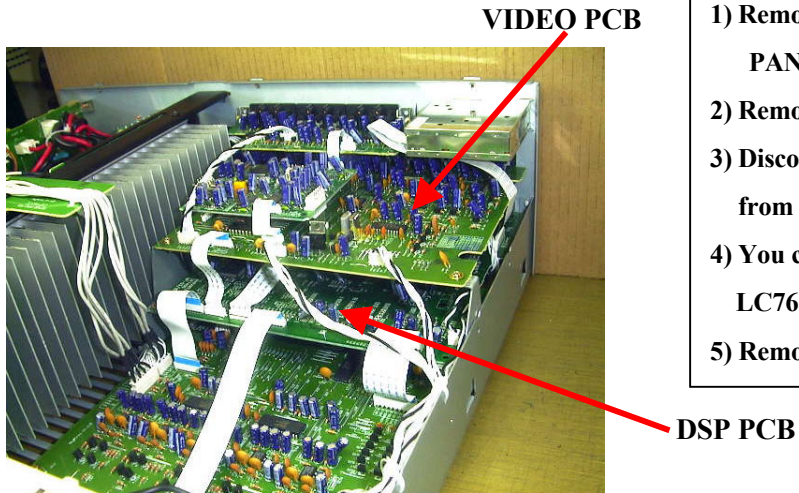
SR7400/U1B	apply to MZ020404003450
SR7400/N1B	apply to MZ020404000705
SR7400/N1S	apply to MZ020404001065
SR7400/S1G	apply to MZ020405000120
SR7400/K1G	apply to MZ020404xxxxxx

- 2) The following model has improved from the top of mass production.

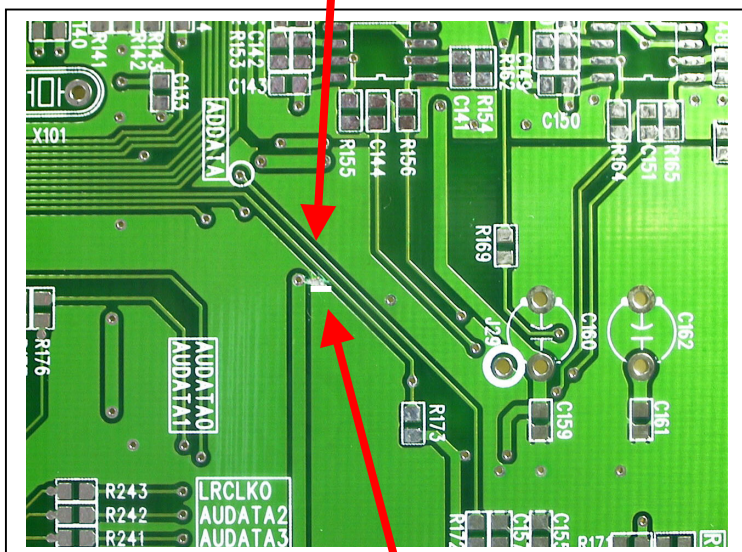
SR7400/L1G

**Remove LC76 / Cut Pattern PROCEDURE**

- 1) Remove 9 screws of VIDEO PCB from REAR PANEL.
- 2) Remove 2 screws from VIDEO PCB.
- 3) Disconnect the connector and Flexible Flat Cable from VIDEO PCB.
- 4) You can remove VIDEO PCB, then you can see LC76.
- 5) Remove LC76 and Cut a GND-Pattern



**Remove LC76**



**Cut GND Pattern**