



Service Bulletin

No. : MZ08-038

Date: July 2, 2008

Model: SR7002, SR8002

Subject: Software Update Information

* This Service Bulletin is for units with the following minor problem. It only needs to be applied upon customer claim.

Symptom:

1. The unit sometimes fails to output audio properly while playing PCM192K.
2. When the Audyssey measures an environment wherein the distance between the speaker and the microphone is over 9.15m, the unit may not display the measuring results in normal figures.
3. The mute timing is readjusted so as not to create pop noise.
4. When the unit is connected to a TrueHD source via HDMI, the connection may fail, resulting in no audio coming out.
5. When in ZONE STANDBY, the unit cannot accept some particular remote-control commands used for XM tuners via RC232C.
6. When connected with an SACD/DVD Audio player with LIP SYNC set at DISABLE, noise comes out of the AMP depending what TV is connected.

Solution: The MAIN CPU, HDMI CPU and DSP software must be updated. First, please check the version of the current firmware in reference to SERVICE MODE of the Service Manual. After performing the update, check the indicated firmware version. For instructions to rewrite the firmware, open the Service Manual and refer to "7. UPDATE FIRMWARE".

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Firmware Version History

Service Code	REF.NBR.	MAIN CPU	HDMI CPU	DSP CODE
MZ07	MZ08-038	V080603 1	h38	B1 10805081 B2 20803131
MZ06	MZ08-023	V080313 1	h35	B1 10708201 B2 20708231
MZ05	-	V080307 1	h34	B1 10708201 B2 20708231

Latest

Please check the version of the firmware and, if any of the above is found yet to be updated, make sure to perform the latest update.

Details of the modifications

1. DSP Codes will be updated.
2. The unit is enabled to limit the distance when a report comes from the Audyssey and displayed.
3. The mute is readjusted to be released after the audio is stabilized.
4. The reconnection when HD audio signals cannot be locked is readjusted.
5. The "MTP:0xx, MTP=0xx, MTF:0xxxxx, MTF=0xxxxx" commands for ZONE STANDBY "[ZONE A PRESET XM xx]:17 68 [01-60][ZONE B PRESET XM xx]:17 69 [01-60]" are rewritten.
6. The condition for generating and processing EDID is modified.

Parts:

1) Firmware – Main: **sr8002Main_080603_1.mot**

Parts No: **00M36CW499A07** (For how to rewrite, see the Service Manual on Page 21.)

2) Firmware – HDMI: **HDMI_REPV3x080604h38.mot**

Parts No: **00M36CW499B05** (For how to rewrite, see the Service Manual on Page 31.)

3) Firmware – DSP: **pa17_c78_080508_1.upd**

Parts No: **00M36CW499C01** (For how to rewrite, see the Service Manual on Page 26.)

Serial Number Range:

This problem applies to the following serial number. 1) SR7002, SR8002 applies to **MZ06xxxxxxxxxx** (Service code 06) and earlier. This improvement has been done in the production serial number **MZ07xxxxxxxxxx** (Service code 07) and after.

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