

## Motorola Solutions Technical Notification (MTN)

**TITLE:** ACE3600 Power-Supply Errantly Reports AC Failure

**TECHNOLOGY:** MOSCAD

**SYMPTOMS:**

There is an intermittent internal communication problem between the power supply and the CPU. During heavy application usage may cause false indications of the power supply going out of services causing a Red LED on the power supply

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

**FPN1640B** - POWER SUPPLY ADAPTOR,DC POWER SUPPLY 18-72V MODULE  
**FPN1641B** - POWER SUPPLY ADAPTOR,ASSY,P/S,AC PS 100-240V W/O CHGR\_MODULE  
**FPN1643B** - POWER SUPPLY ADAPTOR,DC POWER SUPPLY 12V (W/O TELKOOR )  
**FPN1903B** - POWER SUPPLY ADAPTOR,ASSY,P/S,100-240VAC W/CHGR MDL  
**FPN1904B** - POWER SUPPLY ADAPTOR,ASSY,P/S,18-72VDC W/CHGR MDL

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

Software defect in ACE3600 Power-Supply Firmware

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

**RESOLUTIONS AND REPAIR PROCEDURES:**

This is an upgrade task that cannot be done in the Field. It requires the Motorola Service Center to update firmware in the power supply. Users will need to follow this process:

- Call the Motorola SSC at: 800-221-7144, options-2,2,2 to open a case referencing this MTN.
  - Serial Number and Model Number of Power Supply must be supplied. (Serial Number is located on the door of the power supply)
- SSC will check with the CSE and Product team to determine users' eligibility for this fix, based on relevancy to the known issue
- Users will be notified by SSC to ship their units to CTDI (CTDI address: 2214 Galvin Drive, Elgin, IL 60123).
- CTDI will upgrade the power supply firmware and send the units back to the customer at no charge.

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

NA

**ADDITIONAL INFORMATION:**

NA

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**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

NA

**WHEN TO APPLY RESOLUTION:**

- After reboot \_\_\_
- After (re)installation \_\_\_
- After upgrade \_\_\_
- After power cycle \_\_\_
- After database restoration \_\_\_
- After failure \_\_\_
- On FRU replacement \_\_\_
- During maintenance \_\_\_
- Immediately \_\_\_
- As instructed \_X\_
- Information only \_\_\_

**LABOR ALLOWANCE:**

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