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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Thumbscrew detached from Accessory GCAI Connector

Technology

Accessory

Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

GCAI Thumbscrew detached or missing from the GCAI Connector. GCAI Thumbscrew is being removed from the GCAI Connector by excessive force / unintentional removal. The thumbscrew is not meant to be removed from the accessory GCAI Connector.



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Models / System Releases / Kits / Datecodes Affected

An accessory with GCAI Connector (see image)



List of the part number of the majority of the Accessories with GCAI Connectors

1) RSM

PMMN4024, PMMN4025, PMMN4040, PMMN4046, PMMN4050, PMMN4062, PMMN4065, PMMN4069, PMMN4080, PMMN4081, PMMN4082, PMMN4083, PMMN4084, PMMN4085, PMMN4099, PMMN4041, PMMN4042, PMMN4043, PMMN4047, PMMN4048, PMMN4049, PMMN4059, PMMN4060, PMMN4061, PMMN4093, PMMN4094, PMMN4109, PMMN4110, PMMN4102, PMMN4103, PMMN4113, PMMN4119, HMN4101, HMN4103, HMN4104, NMN6271, NMN6274, NNTN8382, NNTN8383, NNTN8203, NNTN8575, PMMN4106, PMMN4107, PMMN4132, PMMN4137, PMMN4152, PMMN4154, PMMN4135, PMMN4136, PMMN4138

2) Earpieces

RMN5058, NNTN8459, PMLN5096, PMLN5101, PMLN5102, PMLN6123, PMLN6124, PMLN6125, PMLN6126, PMLN6127, PMLN6128, PMLN6129, PMLN6130

3) Adaptor

BDN6783, NNTN7869, PMLN6047

4) Headset

PMLN6852, PMLN6853, PMLN7466, PMLN7467, RMN5137, RMN5138, RMN5139

When To Apply

- After reboot ___
- After (re)installation ___
- Before upgrade ___
- After upgrade ___
- After power cycle ___
- After database restoration ___
- After failure ___
- On FRU replacement ___
- During maintenance ___

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- Immediately __
- As instructed X
- Before security patching / before applying MOTOPATCH __
- Information only __
- To complete upgrade successfully __

Resolution And Repair Procedure

Follow the best practices as follows

- Attaching to radio/host devices



Insert the connector hook fully into the designed slot of the radio, then push it down to align the thumbscrew to the insert nut on the radio.

Turn the thumbscrew clockwise with finger until it is tight (approximately after two and a half turns). The accessory is now securely mounted to the radio and ready to be used.

Although it is not necessary, the screw can be further tightened with a coin (e.g. dime coin), approximately another quarter to half turns. Pay attention that not to over-tighten the thumb screw with the coin as over-tightening can damage the radio.

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- **Removal from radio/host devices**



Unscrew the thumbscrew with fingers and turn it counterclockwise to unlock the screw, approximately 3 turns. If the screw is too tight to be unscrewed by fingers, use a coin to loosen the screw.

The connector can be detached from the radio once the screw is already released from the radio insert nut.

Please note that the thumbscrew should not be removed from the accessory connector.

Removal of the thumbscrew from the connector will damage the connector.

Important Note:

The "slot" in the Thumbscrew is designed to be curved and is meant for tightening the screw lightly using a coin. **DO NOT use any screw-driver, power driver or any other tool to tighten the screw.**

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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