

IAFF SAFETY ADVISORY

DEFECTIVE REMOTE SPEAKER MICROPHONES ON MOTOROLA APX NEXT RADIOS • SEPTEMBER 2024



The IAFF is issuing a safety alert to inform members of concerns about a recalled Motorola Remote Speaker Microphone (RSM).

The IAFF was recently contacted by a Local experiencing issues with APX NEXT radios utilizing the XVE500 remote speaker microphone. During fireground operations, the microphone would stick in the transmit mode causing a loss of communications. The problem was more apparent when the RSM was wet during the overhaul phase.

The push-to-talk (PTT) switch, when depressed, would also intermittently unkey and key the radio causing delays in transmitting critical messages.

Motorola has determined that the XVE500 RSMs should be immediately removed from service. Refer to Motorola's Technical Notification (MTN-0098-24) for product replacement.

The IAFF recommends that all APX NEXT radios with an XVE500 RSM be inspected and evaluated by radio technicians.

MOTOROLA SOLUTIONS

DOCUMENT NUMBER:	MTN-0098-24
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EXPIRY DATE:	2024-12

Motorola Solutions Technical Notification (MTN)

Title
XVE500 UL Div2 RSM replacement - product may exhibit intermittent audio disconnection during transmission

Technology
Energy & Accessories used with ASTRO Devices (APX 8000 XE & APX NEXT XE)

Severity Recommendation
High/Safety - Perform Immediately

Symptoms
In rare cases, over time, the use of the XVE500 UL Div2 RSM PTT could cause intermittent audio disconnection during transmission. Someone using an affected device could knowingly or unknowingly transmit an incomplete audio communication. As a result, the recipient of the communication could experience intermittent audio reception. The issue could be more evident to the sender on a trunked system because the talk permit tone may indicate an unexpected interruption of the transmit communication. It has been determined that the root cause is a degradation of a hardware component caused by repeated use.

Models Affected
PMMN4132A, PMMN4132ABLK, PMMN4137A and PMMN4137ABLK

When To Apply
Perform Immediately

Workaround/Recovery
No workaround is currently available.
If you experience this issue, remove any affected XVE500 UL Div2 RSMs from service.

Resolution And Repair Procedure
Motorola Solutions will replace all XVE500 UL Div2 RSMs at no cost with their respective XVE500 UL Div1 RSM models as described below. Our customer care team is proactively contacting customers to schedule RSM replacements. Customers can also contact us at 1-800-MSI-HELP and request Order Management when prompted. When ordering replacements, reference MTN-0098-24.

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION

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