



# Bulletin

TECHNICAL INFORMATION /COMMERCIAL, GOVERNMENT & INDUSTRIAL SOLUTIONS SECTOR

SRN- 1486  
APC- 169  
March 2005  
Informational Only

**Memo To:** MOL / SRN Mail List  
**From:** Paging Product Group  
**Subject:** **Advisor II POCSAG pager goes into a lock up condition**

**Symptoms:**

Advisor II POCSAG pagers can randomly go into a lock up condition where when a page is received the tone alert would “click” rather than producing an audible tone alert. The pager will stay in this lock up mode until the battery is removed and re-inserted.

**Potential Problem Units:**

All Advisor II POCSAG models VHF, UHF and 900MHz  
A03DTS5962BA, A04DTS5962BA and A05DTS5962AA

**Pagers ordered and received between October 2004 and February 2005 is affected by this notice.  
As a reference, serial number date codes affected would be between 169CEU0000 and 169CFDZZZZ.**

**Cause:**

The issue has been root caused to a crystal causing a hardware failure.

**Corrective Action:**

In the event your Advisor II POCSAG pager has exhibited this condition, please return it to your regional Motorola Repair Depot for a replacement. Please reference this SRN on the repair request form that accompanies the unit for replacement.

Please contact Motorola at 800-927-2744 if additional information is required, and please reference the SRN number.

**This bulletin is informational only. No labor warranty or other charges are implied or intended.**

If applicable, enter this information or note this bulletin number and subject material in the appropriate equipment instruction manuals and make necessary schematic diagram changes. Enter this bulletin in the correct MASTER and CLASSIFIED INDICES for future reference. **Labor and/or parts warranty reference is limited to products sold and in use in the United States. For products sold and in use Internationally, this bulletin is for informational purposes only. Radios that are Agency Approved must follow designated agency guidelines.**

SRN-ISO