ROTEL

# Technical Service Bulletin

June 16, 2023

## Rotel Bluetooth 5.1 aptX™ HD Module

The latest Apple iOS version (including OS V15.7.2) may cause the APPLE MUSIC app to stop playing audio when manually jumping between tracks in a playlist.  The Bluetooth connection is maintained but there is no audio output and no playback information (sample frequency and/or bit rate) displayed.  A hard power cycle of the unit remedies this issue.

Earlier versions of iOS do not appear to have the same issue.  Other iOS Apps (i.e. iTunes, Spotify, Tidal, etc.) are NOT affected by this use case.
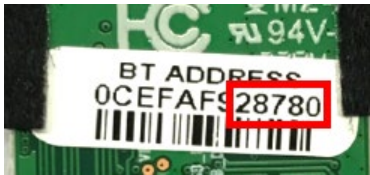
If this is reported, please contact Rotel at *sales@rotelglobal.com* to order a new Bluetooth 5.1 module (Rotel Part Number: **093E-BTM0002-D-1**) with updated firmware V1.04 (or newer) that resolves this iOS compatibility issue.

*Note: All new delivered spare parts will be programmed by new firmware V1.04 (or newer) before package and shipment from now on, either of below two methods can help to identify this change.*

*1. Check and ensure a printed label with text "V1.04" being pasted on plastic package.*



*2. Or check and ensure the last 5 digits on the pasted BT ADDRESS label are higher than "28780"*



Bluetooth module replacement requires removal of the top cover and replacing the Bluetooth module in the socket (no special tools or soldering is required) as shown below.

Affected unit models include: **A12MKII, A11 Tribute, A11MKII, A14MKII, RC-1590MKII, RA-1592MKII, RA-1572MKII, RC-1572MKII, RA-6000**

| Release Type | | |
|---|---|---|
| 🟥 Maintenance | ☐ Major | ☐ Critical |

## A12MKII

| Software Information | |
|---|---|
| **Main Version** | **V2.03** |

| Serial Number (Change will be effective in units after the serial numbers listed below.) | |
|---|---|
| Black | 273-314-1100 |
| Silver | 773-314-1100 |

## A11 Tribute

| Software Information | |
|---|---|
| **Main Version** | **V1.20** |

| Serial Number (Change will be effective in units after the serial numbers listed below.) | |
|---|---|
| Black | 263-319-1300 |
| Silver | 763-319-1200 |

## A14MKII

| Software Information | |
|---|---|
| **Main Version** | **V3.05** |

| Serial Number (Change will be effective in units after the serial numbers listed below.) | |
|---|---|
| Black | 266-311-1100 |
| Silver | 766-311-1100 |

## RA-1572MKII

| Software Information | |
|---|---|
| **Main Version** | **V3.03** |

| Serial Number (Change will be effective in units after the serial numbers listed below.) | |
|---|---|
| Black | 267-306-1100 |
| Silver | 767-311-1100 |

## RA-1592MKII

| Software Information | |
|---|---|
| **Main Version** | **V2.03** |

| Serial Number (Change will be effective in units after the serial numbers listed below.) | |
|---|---|
| Black | 269-312-1100 |
| Silver | 769-312-1100 |

## RC-1572MKII

| Software Information | |
|---|---|
| **Main Version** | **V3.03** |

| Serial Number (Change will be effective in units after the serial numbers listed below.) | |
|---|---|
| Black | 268-243-1200 |
| Silver | 768-308-1100 |

## RC-1590MKII

| Software Information | |
|---|---|
| **Main Version** | **V2.03** |

| Serial Number (Change will be effective in units after the serial numbers listed below.) | |
|---|---|
| Black | 270-313-1100 |
| Silver | 770-313-1100 |

## RA-6000

| Software Information | |
|---|---|
| **Main Version** | **V1.03** |

| Serial Number (Change will be effective in units after the serial numbers listed below.) | |
|---|---|
| Black | 265-248-1100 |
| Silver | 765-248-1100 |

## A11MKII

| Software Information | |
|---|---|
| Main Version | V1.01 |

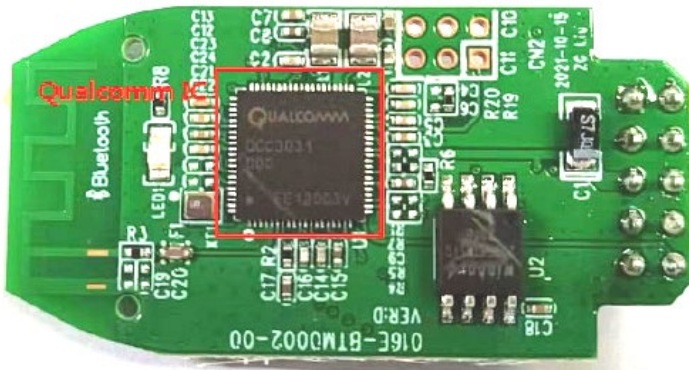| Serial Number (Change will be effective in units after the serial numbers listed below.) | |
|---|---|
| Black | 289-316-1100 |
| Silver | 789-316-1100 |

## Release Notes

● Part Number of New Bluetooth Module 5.1 is **093E-BTM0002-D-1**

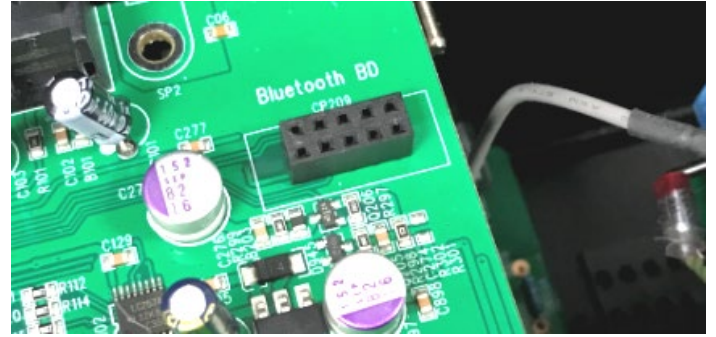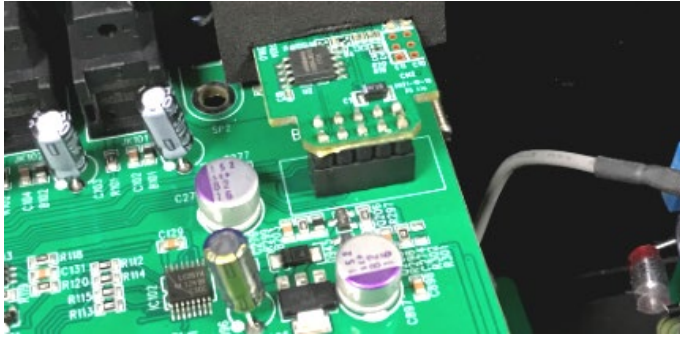● New Bluetooth module 5.1 built Qualcomm IC as below photo.



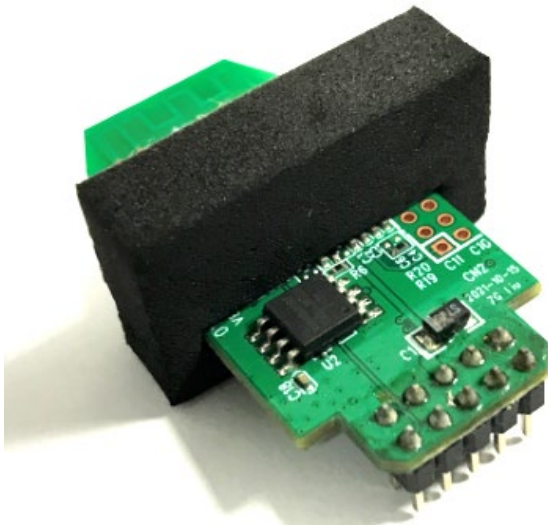The Instruction use RA-6000 Bluetooth Dongle Replacement as example:
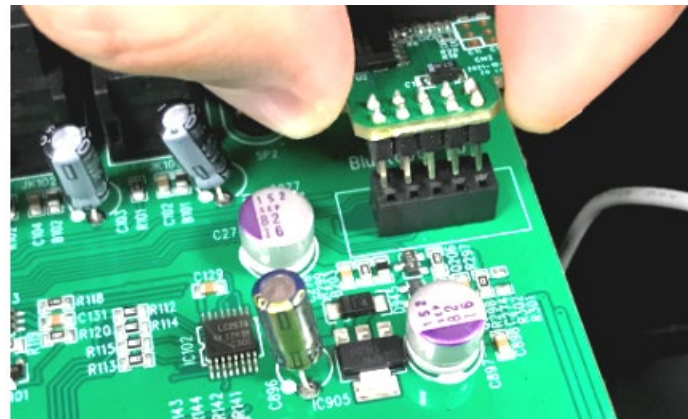
a. Remove all top cover screws

b. Remove the Bluetooth 5.1 dongle from the socket.



c. Prepare the new Bluetooth dongle (with firmware V1.04 or higher installed)



d. Install the new Bluetooth 5.1 dongle in the socket. Pay CAREFUL attention to pin alignment to avoid damage to the dongle and the unit.



e. Reassembly the unit and top cover.

f. Test to verify the new Bluetooth module works properly.

*For more information or questions please contact your customer service representative.*

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