SERVICE BULLETIN · MESSAGE POINT MEDIA · PRODUCT FAMILY

Product: Issue in a Few Words

One line: what goes wrong, on which units, and what to do about it.

DOCUMENT	REVISION	DATE	COMPLIANCE	EFFECTIVE
TSB-MPM-SUBJ-01	0.1 · Draft	Nov 6, 2026	Recommended	Nov 6, 2026

RECOMMENDED

APPLIES TO	Product, model, part number
AFFECTED UNITS	Serial range, build dates or firmware versions
NOT AFFECTED	Units outside that range; how to tell
LABOR ESTIMATE	0.5 h per unit, one technician
SUPERSEDES	—
DISTRIBUTION	MPM field and support

RESULT

- What happens, in one line.
- What to do, in one line.
- By when (Mandatory only).

1. SYMPTOM

What the rider, the agency or the platform sees. Exact: which LEDs, which message, how often.

2. CAUSE

The cause in plain words. Customer edition: enough to trust the fix, no more.

3. CORRECTIVE ACTION

1. Power down the sign at the breaker and confirm it is dark.
2. Replace the part (see §5).
3. Power up and confirm the sign reports online on MP.TV.

4. VERIFICATION

- [ ] Sign reports online on MP.TV within 5 minutes.
- [ ] No dropout over a 10-minute content loop.

5. PARTS

PART NO.	DESCRIPTION	QTY PER UNIT
PN-0000	Replacement part	1

COMPLIANCE RECORD

UNIT SERIAL	SITE	DATE	TECHNICIAN	DONE
				☐
				☐
				☐
				☐
				☐
				☐

PART 2 MPM INTERNAL

Diagnostic detail

MPM field and support only. Not for distribution.

ROOT CAUSE

Failure analysis, test results, supplier findings.

FIELD DATA

SITE	UNITS	FAILURES	FIRST SEEN
Site name	0	0	Nov 6, 2026

SUPPORT NOTES

- How to recognise the issue on a support call.
- Remote checks before dispatch.

REVISION HISTORY

0.1	Nov 6, 2026	Initial draft.