



## FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-226 (Informational)  
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Total No. of Pages: 3  
Subject: **3G A1000 M1000 – Master Clear Key Sequence**  
Model Affected: 3G A1000 M1000  
Level of Repair: 1

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### Problem

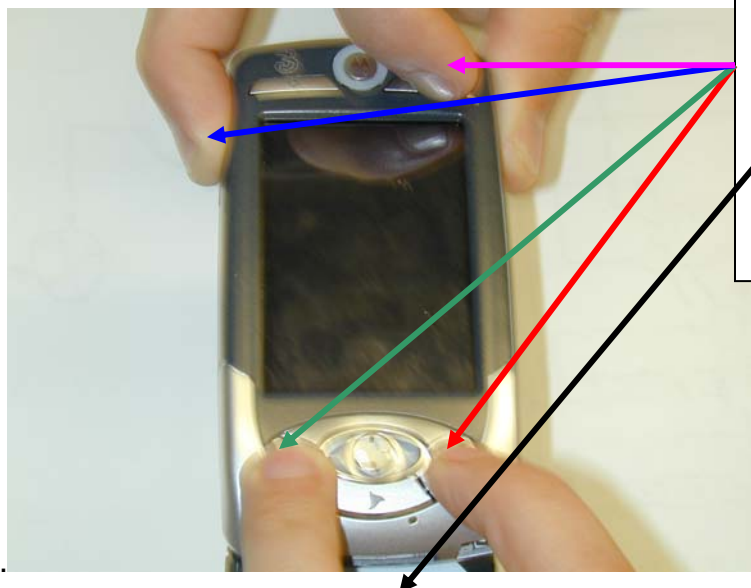
This is an Informational Bulletin to inform the field of a new key sequence for A1000 / M1000. Due to 3<sup>rd</sup> party applications being loaded on the A1000 / M1000 causing the unit to hang during Power Up, a recovery key sequence was implemented. Using the key sequence will force a Master Clear at boot. This will remove the 3<sup>rd</sup> party application causing the hang issue and allow the phone to reboot properly.

### Solution

While depressing the Send, End, Volume Down, and Game-B key, Insert the battery FIG 1. Expected Result: The phone will start powering up, then reset, perform Master Clear, and then power up to an active state. (Note: This Master Clear will operate the same as if you used the Master Clear in the menu options)

### Implemented in Software release

- A1000\_AP\_51.59.00 or Later
- M1000\_AP\_JAPANESE\_61.08.00 or Later



(A1000 pictured)  
**STEPS**  
1. Hold Down **Send, End, Volume Down, and Game-B** Key.  
2. Slide Battery in with Left Thumb  
(See FIG 2)

FIG 1.

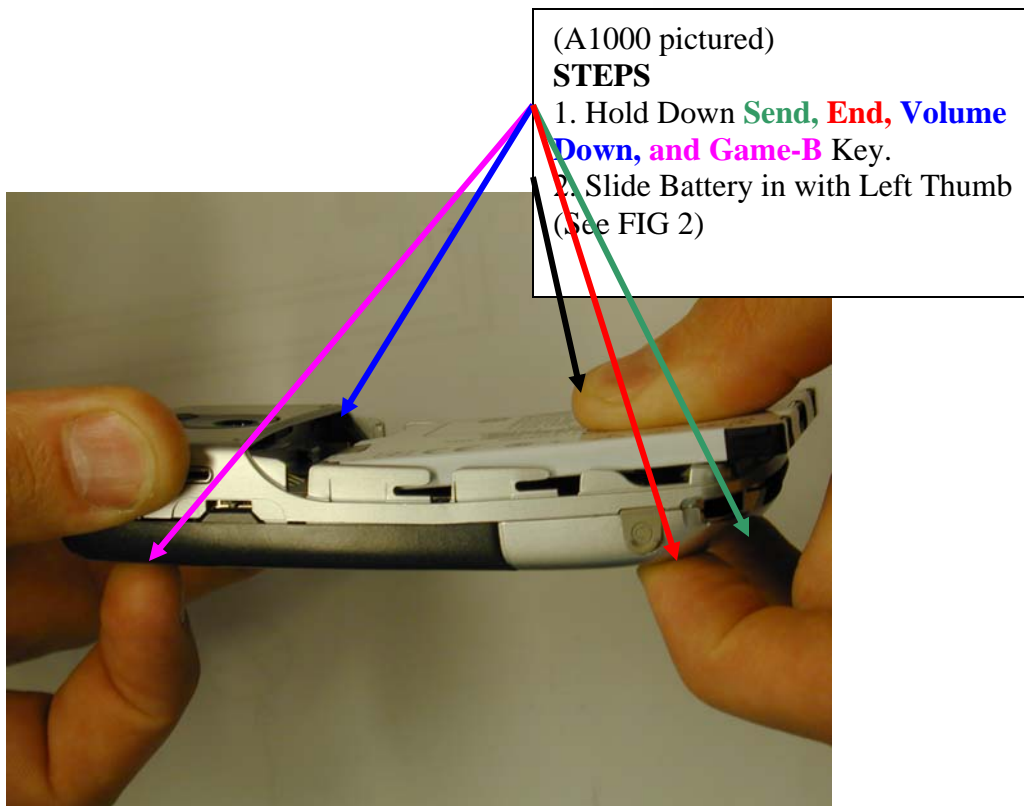


FIG 2.

NOTE: Several 3<sup>rd</sup> party apps that caused this issue have been resolved in the software listed:

- A1000\_AP\_51.59.00 and Later
- M1000\_AP\_JAPANESE\_61.08.00 and Later

For new 3<sup>rd</sup> party apps that may cause the issue, the key sequence shown above has been implemented.

### **Service Action**

#### **Customer Returns:**

When servicing A1000 / M1000 customer returns with a customer complaint related to "No Turn On", then:

1. Perform the key sequence listed above.
2. If key sequence does not recover unit, follow normal troubleshooting techniques for this type of complaint.

### **Call Center Information**

If Customer complains of "No Turn On" on A1000 / M1000, walk customer through the steps listed above (Note: Inform customer, personal information may be lost). If following the steps listed above does not recover unit, direct them to their local Service Center.



Consumer Solutions & Support  
US Competency Center  
600 North US Highway 45  
Libertyville, Illinois 60048  
Website: [gs.mot.com](http://gs.mot.com)

## **Service Entry Code**

Please ensure that repairs of this type are logged on the Service database as follows:

### **Global M-Claims Codes:**

**Customer Complaint Codes:** TON01 (Can't switch phone on)

**Problem Found Code:** TON01 (Turn On or Off – No Turn On)

**REF Designator Code:** N/A

**Repair Code:** RPR06 (Reprogram – Phone feature (Function) setting)

### **Asia Codes:**

**Fault Code:** 04 (Can't Power Up)

**Repair Code:** 08 (Miscellaneous)

### **PRC E-Service Codes:**

**Problem Found Code:** 2001 (Can't switch phone on)

**Repair Code:** 2006 (Reprogram – Phone feature (Function) setting)