



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-95
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Subject: **3G A1000, V980, E1000, C980, C975 – Call Performance**
Model Affected: 3G A1000, V980, E1000, C980, C975
Level of Repair: 3

Problem

Service is aware of an issue, highlighted by the development team on A1000, V980, E1000, C980, and C975. Some units were returned with a customer complaint of “Voice Call – Can’t Make a Call” and “Voice Call – Dropped calls”. Analysis revealed a hardware issue related to the Harmony IC on SPI subsystem support. A software fix will correct the issue.

Solution

There has been a software change integrated into the software releases listed below to resolve the issue. **X=3 (Tyax IC), X=2 (Micron IC)**

V980 / E1000 / C980 / C975 CR LIBff39737 → R24_U_80.XF.61I or later

A1000 CR LIBff39737 → BP 34.0B.00B or later

Also included in Point Releases → R24_U_80.XF.36.00.03P
R24_U_80.XF.36.00.04P
R24_U_80.XF.37.00.02P
R24_U_80.XF.36.03.02P
R24_U_80.XF.3B.00.02P

Service Action

Customer Returns:

When servicing A1000, V980, E1000, C980, C975 customer returns with a customer complaint related to “Voice Call – Can’t Make a Call” and “Voice Call – Dropped calls”, then:

1. Follow normal troubleshooting procedure per customer complaint.
2. If problem is found, follow normal repair procedure to repair fault.
 - a. If unit appears to be No Trouble Found, re-flash the unit with the latest approved software for your region equal or later than:
V980 / E1000 / C980 / C975 → R24_U_80.XF.61I or later
A1000 → BP 34.0B.00B or later
Also included in Point Releases → R24_U_80.XF.36.00.03P



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R24_U_80.XF.36.00.04P
R24_U_80.XF.37.00.02P
R24_U_80.XF.36.03.02P
R24_U_80.XF.3B.00.02P

3. Re-flash the unit with the latest approved software for your region equal or later than:

V980 / E1000 / C980 / C975 → R24_U_80.XF.611 or later

A1000 → BP 34.0B.00B or later

Also included in Point Releases → R24_U_80.XF.36.00.03P

R24_U_80.XF.36.00.04P

R24_U_80.XF.37.00.02P

R24_U_80.XF.36.03.02P

R24_U_80.XF.3B.00.02P

Service Inventory:

Should be flashed to latest approved software for your region.

Call Center Information

When responding to problem product inquiries where customer complains of “Voice Call – Can’t Make a Call” and “Voice Call – Dropped calls”, please inform them of the software issue and direct them to contact their local Service Center to upgrade their unit once the software is approved in their region.

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: CPR01 (Voice call – Cant make)

CPR03 (Voice call – No Service)

CPR05 (Drops calls)

CPR06 (Voice call – drop call, poor reception)

Problem Found Code: CPR01 (Voice call – Cant make)

CPR03 (Voice call – No Service)

CPR05 (Drops calls)

CPR06 (Voice call – drop call, poor reception)

REF Designator Code: U (Integrated Circuit And Module)

Repair Code: SWU08 (SW upgrade/Reflash-CSB/FSB)

Asia Codes:

Fault Code: 02 (Drops calls)

05 (No Rx/Tx/Page)

Repair Code: 03 (Re-Program/Re-Align)

PRC E-Service Codes:



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Customer Complaint Codes: 1201 (Voice call – Cant make)
1203 (Voice call – No Service)
1205 (Drops calls)
1206 (Voice call – drop call, poor reception)

Problem Found Code: NA (Voice call – Cant make)
NA (Voice call – No Service)
NA (Drops calls)
NA (Voice call – drop call, poor reception)

REF Designator Code: N/A

Repair Code: 2108 (SW upgrade/Reflash-CSB/FSB)