FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-48
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Subject: **3G Paragon A920 - Software**
Model Affected: 3G Paragon A920's
Level of Repair: 3

Problem

Service is aware of an issue, identified during the 1st 200 NPI Analysis on A920. Some units were returned with a customer complaint of "Display Faulty with English Language". Analysis revealed the problem to be linked to an issue with the unit having the English language selected twice. Once the English language was selected, the user was unable to select another language causing the unit to display English only.

Solution

There is a change in FS3 software 30.65 and later that will provide a different default language by country. Example: If a user in Austria selects English twice, the phone will default to English and German.

Service Action
Customer Returns:
When servicing A920 customer returns with a customer complaints relating to "Display Faulty with English Language", then:

1. Upgrade the phones software to an FS3 software release 30.65 or later that is approved in your region.

Service Inventory:
No action required

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: OPR06 (Operation-Wrong Language)
Problem Found Code: OPR06 (Operation-Wrong Language)
REF Designator Code: N/A
Repair Code: SWU05 (SW Upgrade/Reflash-Wrong Language)

Asia Codes:
Fault Code: 22 (Flexing Missing – Language)
Repair Code: 02 (Upgrade)