FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-71
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Subject: **3G Paragon A920 – Power Cycle during operation**
Model Affected: 3G Paragon A920's
Level of Repair: 3

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Problem
Service is aware of an issue, highlighted by the field on A920. Some units were returned with a customer complaint of "Phone Resets or Power cycles during operation" where the phone loses all user settings and defaults to the English language. Once this has occurred, you cannot reset the language. This failure mode has been seen primarily on units with a large percentage of the user memory being full. Analysis revealed the problem to be linked to a known software issue.

Solution
This issue has been resolved in software version FS2 21.58.01 and later (Including FS3 releases).

Service Action
Customer Returns:
When servicing A920 / A925 customer returns with a customer complaint related to "Phone Resets or Power cycles during operation", then:
1. Verify that units language is defaulted to English and cannot be changed.
   a. If unit is not defaulted to English or can be changed follow normal troubleshooting procedure per customer complaint
2. Per the normal Service Procedure, reflash the unit with the latest approved software for your region equal or later than release 21.58.01.

Service Inventory:
Flash to latest approved software for your 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: TON07 (Turn on/off – Improper Wake Up)
Problem Found Code: TON07 (Turn on/off – Improper Wake Up)
REF Designator Code: N/A
Repair Code: SWU05 (SW upgrade/Reflash – Wrong Language)

Asia Codes:
Fault Code: 17 (Auto Power Off)
Repair Code: 20 (Software Upgrade Only)