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Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-70
Author: Ross Karlen
Date: March 23, 2004
Total No. of Pages: 2
Subject: **3G Paragon A920 / A925 – Flickering or Vibrating Display**
Model Affected: 3G Paragon A920's / A925'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 “Screen Icons Vibrating or Defective Display”. Analysis revealed the problem to be linked to an issue with LCD driver timing. The problem is within the AP driver.

Solution

The setting in the “LCD Timing 2” AP register will be changed in software release 30.73.00 and later to resolve the issue.

Service Action

Customer Returns:

When servicing A920 / A925 customer returns with a customer complaint related to “Screen Icons Vibrating or Defective Display”, then:

1. Reflash unit to software release 30.73.00 or later that has been approved for your region.
2. If problem still occurs, follow normal troubleshooting procedure per customer complaint.

Service Inventory:

Flash to latest approved software for your region.



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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: CPR05 (Voice call – drop call, poor reception)

Problem Found Code: CPR07 (Voice call – drop call poor reception weak signal)

REF Designator Code: ANT (Antenna)

Repair Code: RAN06 (Replace antenna – SCB/FSB)

Asia Codes:

Fault Code: 14 (No/Poor Rx Audio)

Repair Code: 04 (Part Replaced)