

## FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-256  
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Total No. of Pages: 2  
Subject: **3G E1000 / V980 – Main Keypad (No Backlights)**  
Model Affected: 3G E1000 / V980  
Level of Repair: 2

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### Problem

Service is aware of an issue, highlighted by Engineering Analysis of OOB returns. Some units were returned with a customer complaint of “Main Keypad – No backlight”. Analysis revealed a software issue that when the customer sets the Brightness (In the Settings Menu) to max. (6) the keypad backlights no longer power on. For V980 if you set the Brightness to max. close the flip and press the keys the lights will not light. For E1000 when you set the Brightness to max. let the phone go to sleep mode, press the keys the backlights will no light.

### Solution

This issue has been resolved in software version 80.XF.11 or later: **(X=3 (Tyax IC) for E1000 , X=2 (Microns IC) for V980)**

### Service Action

#### **Customer Returns:**

When servicing E1000 / V980 customer returns with a customer complaint related to “Main Keypad – No backlight”, then:

1. Verify software is after the fix 80.XF.11 or later
  - a. If not, flash to 80.XF.11 or latest approved software in your region containing fix.
  - b. Verify upgrade has fixed missing backlights
    1. If not, Trouble shoot as normal return for this complaint
2. Trouble shoot as normal return for this complaints

#### **Service Inventory:**

Flash to latest approved software for your region.



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## **Call Center Information**

If Customer complains of Main Keypad – No Backlights on V980 or E1000 walk customer through settings to verify what the Brightness setting is:

Menu>Settings>Initial Setup>Brightness

1. If setting is 5 or lower, have customer send unit in for service
2. If setting is at 6, have customer lower setting to 5 or lower.
  - a. If backlights still don't work send unit in for service
  - b. If backlights work, notify customer next software version will correct this problem.

## **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:** MKP05 (Main Keypad – No/dim Backlight)

**Problem Found Code:** MKP05 (Main Keypad – No/dim Backlight)

**REF Designator Code:** N/A

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

### **Asia Codes:**

**Fault Code:** 20 (No/dim backlight)

**Repair Code:** 03 (Re-program / Re-align)

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

**Customer Complaint Codes:** 2105 (Main Keypad – No/dim Backlight)

**Problem Found Code:** 2105 (Main Keypad – No/dim Backlight)

**REF Designator Code:** N/A

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