FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-261
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Total No. of Pages: 2
Subject: **3G E1000, V980, C980, C975 – KJava / WAP Application error**
Model Affected: 3G E1000, V980, C980, C975
Level of Repair: 3

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Problem

Service is aware of an issue, identified by the field on E1000, V980, C980, C975. Issue being, that during initial power up the date is defaulted to 01/01/00 which results in an application error when accessing certain timed stamped applications (KJava, Vodafone / H3 Portal).

Solution

Short Term: Inform customer to set date prior to accessing these applications.

Long Term: A CR has been raised for a software / flex fix. Either the phone will prompt the user to set date at initial start up and/or the default date will be set to 4/1/2004 to correct this issue.

Service Action

Customer Returns:
When servicing E1000, V980, C980, C975 customer returns, with a customer complaint related to of "KJava application error or Unable to access portal", then:
1. Verify Date setting in the unit is 4/1/04 or later
    a. If not, set unit date to present day
    b. Verify unit is able to run KJava applications
        i. If not, follow normal troubleshooting procedure per the customer complaint.
2. Follow normal troubleshooting procedure per the customer complaint.

Service Inventory:
No Action Required.

Call Center Information

When responding to problem product inquiries where customer complains of KJava "Application Error" or unable to access H3 / Vodafone Portal, please direct them to set the present date in the unit. Menu > Settings > Initial Setup > Time and Date

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: FTR04 (Feature – Games)
Problem Found Code: FTR04 (Feature – Games)
REF Designator Code: N/A
Repair Code: RPR06 (Reprogram – Phone feature (Function) setting)

Asia Codes:
Fault Code: 31 (Error message shown)
Repair Code: 03 (Re-Program/Re-Align)

PRC E-Service Codes:
Customer Complaint Codes: 7104 (Feature – Games)
Problem Found Code: 7104 (Feature – Games)
REF Designator Code: N/A
Repair Code: 2006 (Reprogram – Phone feature (Function) setting)