



**MOTOROLA**  
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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: LVCCFSB2004-165  
Author: Hien Huynh / Max Dekirmandjian  
Date: August 13, 2004  
Total No. of Pages: 2  
Subject: **GSM E398 - Unable to set ring tone detail and alarm.**  
Model Affected: E398  
Level of Repair: 3,4

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### **Problem**

During NPI analysis of E398 with customer complaint of "Unable to set ring tone detail and alarm after downloading MP3 tones with the Mobile Phone Tools". Root cause has been determined to be an issue with software version R372\_G\_0E.20.34R.

### **Solution**

The problem has been corrected in software version R372\_OE.20.39R for Asia and all approved versions above R372\_OE.20.8CR for EMEA.

### **Field Service Action**

#### **Customer Returns:**

Check the software version on all E398 units returned to Service Center.

**Asia:** If the software is earlier than R372\_OE.20.39R, re-flash / reflex to software version R372\_OE.20.39R or latest approved software version.

**EMEA:** If the software is earlier than R372\_OE.20.8CR, re-flash / reflex to a latest approved software version above R372\_OE.20.8CR.

#### **Service Inventory:**

Re-flash / Reflex all E398 units from inventory to latest approved software version for your region as described above.

#### **Call Center Action**

If the customer calls with "Unable to set ring tone detail and alarm after downloading MP3 tones with the Mobile Phone Tools" complaint, then have the customer return the unit to an authorized service center for repair.

### **Service Entry Codes**

Please ensure that repairs of this type are logged in the service database as follows:



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**PRC. Codes:**

**Fault Code:** 1006 – Ring Tone, download.

7101 – Feature – Alarm / Datebook

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

**M-Claim Codes:**

**Customer Complaint Code:** ALT06 – Ring Tone, download.

FTR01 – Feature – Alarm / Datebook

**Problem Found Code:** ALT06 – Ring Tone, download.

FTR01 – Feature – Alarm / Datebook

**Ref. Des. Code:** N/A

**Repair Code:** SUW08 – SW upgrade / Reflash – CSB/ FSB.