



MOTOROLA

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

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-311
Author: Max Dekirmandjian
Date: October 11, 2005
Total No. of Pages: 4
Subject: E398 GSM 256 MB TransFlash Card No Detect
Model Affected: E398 GSM
Level of Repair: 3

Problem

Service is aware of an issue with the E398 GSM phone when used with a TransFlash card. The unit is not able to recognize a 256MB memory card. No problems were reported with the 64 or 128MB card. The root cause is due to two resistors on the PCB, R1341 & R1342 having the orientation misplaced by 90 deg. These PCB's were manufactured by supplier Venture in April 2005. 37K units are affected.

Solution

The PCB manufacturer corrected their component placement process starting May 2005. In addition, Mot AMK has incorporated a 256MB Transflash card test at their CIT station.

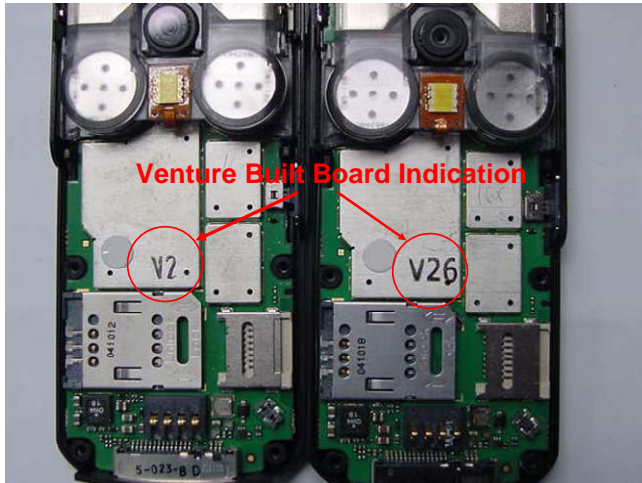
Service Action

Customer Returns:

Perform the following service procedure on any E398 GSM phones manufactured in April 2005 with customer complaints related to the Transflash card:

- 1) Insert a known good 256MB Transflash card in the unit;
- 2) Power on the unit;
- 3) Attempt to read the Transflash card thru the phone's menu-Settings>Phone Status>Storage Devices>Details. A readable card will display it's memory contents. If the card is not readable, proceed to Step 4;
- 4) Remove the rear housing to access the PCB RF shields;
- 5) Verify that the PCB is manufactured by Venture by observing the "V" stamp on the RF shield. Photo #1 shows two examples of Venture-built PCB's:

Photo #1: Examples Of Venture Built PCB's



- 6) If the PCB is determined to be manufactured by Venture, remove the PCB from the front housing;
- 7) Remove the display module from the PCB;
- 8) Note the PCB date code stamped near the display module connector. If the date codes are TF405 thru TF421, then proceed to Step 9. Refer to Photo #2 to aid in identifying the PCB date code location:

Photo #2





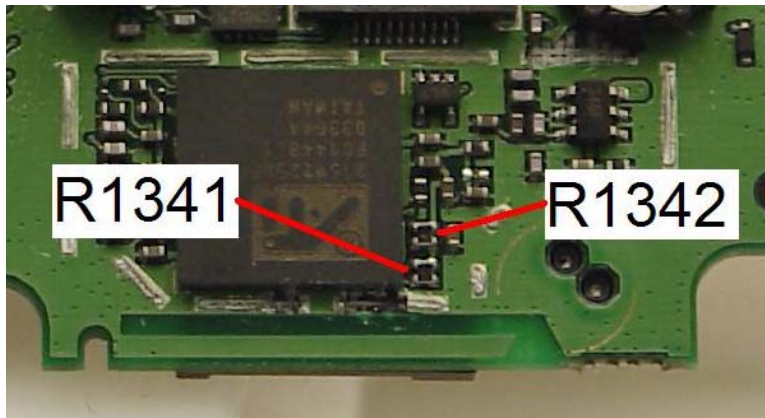
9) Remove the U1301 RF shield. Refer to Photo #3:

Photo #3



10) Inspect R1341 & R1342 for proper orientation as shown in Photo #4. If in doubt, compare the orientation to a known good board. Reposition if necessary;

Photo #4



11) Reassemble the unit and retest.



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Service Inventory:

N/A

Call Center Action

When responding to customer inquiries related to the E398 256MB Transflash card, instruct the customer to have their unit serviced per this FSB.

Service Entry Codes

Global Service Codes-

Main Display Failures:

Customer Complaint: OPR07

Problem Found: OPR07

Ref Designator: R

Repair: REP06

Operation-Hangs/Freezes/Locks Up

Operation-Hangs/Freezes/Locks Up

Resistor (Fixed, Variable)

Replace Electrical Part-CSB/FSB