FIELD SERVICE BULLETIN

FSB Number LACCFSB2007 - 298

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Date Tuesday, October 02, 2007

Subject GSM - MOTO Q gsm - Mini SDIO WLAN card

Model Affected Moto Q GSM

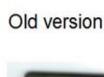
Level Of Repairs 1

Problem

Service is aware that customers may complain about WiFi card not working with a GSM Moto Q phone. This can happen because end user is using an old version of the Mini SDIO WLAN card. The symptom usually is phone hangs and shows the message "Sorry, problems with device.exe".

- 1. There is one single supplier for this card: Spectec
- 2. The card that works and the one that does not work have the same model number: SDW-822 (the one that does not work has been discontinued)
- 3. The only way to differentiate the new from the old version is the sticker on the back of the package that indicates "Motorola Q GSM" as below:

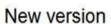
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Solution

Inform customer about versions as described before.

Field Service Action

When servicing affected models of GSM Moto Q customers returns with Customer Complaint relating to WiFi card then inform customer about the two versions of Mini SDIO WLAN card as described before.

Service Inventory

N/A

Call Center Action

When responding to customer inquiries of WiFi card on GSM MotoQ, please inform customers

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Page 2 of 3of Motorola Field Service Bulletin Number - LACCFSB2007 - 298

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about the two versions of Mini SDIO WLAN card. The only way to differentiate the new from the old version is the sticker on the back of the package that indicates "Motorola Q GSM".

Service Entry Code
Global Service Codes
Complaint Code:
Problem Found Code:

Reference Designator:

Repair Code: