

# 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

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## **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:

Old version



New version



### 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

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: