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FIELD SERVICE BULLETIN

FSB Number:	LVCCFSB2004-39
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Subject:	**MPX200 Hang on HELLOMOTO Screen**
Model Affected:	**MPX200**
Level of Repair:	2

Problem

During the NPI analysis, service detected a problem in all MPX200 GSM units with Smartphone 2002 and with IPSM 3.46 & 3.62. Affected phones will not turn on completely, it hang on the HELLOMOTO screen (Picture 1) or on the operator's screen (Pictures 2 & 3), so the battery need to be removed to turn off the phone. The cause of the problem is random memory corruption on the IPSM (Intel Persistent Storage Management) which is the flash file system with the user's data (Contacts, SMS/email, schedules). One possibility scenario for corruption is when IPSM is nearly full which generates a warning message (Picture 4), the user ignores it and continue receiving SMS or emails. Also the IPSM will try to search for more free space, a process called "Reclaim". Reclaim is very a computing-intensive process and if user turns off phone or even pull-out battery the IPSM does not completes the process and the IPSM could crash. The flaw in the operating system and the way is use that might cause random memory corruptions.

Picture 1 HELLOMOTO   Picture 2 AT&T   Picture 3 Orange

Picture 4 Alert

Solution

Customer phones that hang on the HELLOMOTO screen or on the operator's screen will need to re-flash with software the listed version which includes IPSM 3.7. AT&T model must be re-flashed with BEN-6-0810-020 and Orange model with BEN-6-0820-022. For EMEA markets uses BEN-6-0820-0XX or later and for ASIA markets uses BEN-6-0830-0XX or later. In Australia region please use Ben6-0890-048 .

Field Service Action
Customer Returns:
When servicing any MPX200 customer's phones with described issue, it must be re-flashed with describe software version. Service recommends that all MPX200 in stock or repair be re-flashed with describe software version, contact your local service/account manager for re-flash plans.

Call Center Action
Advice the consumers to perform Master Reset as an immediate solution to the hang issue, be aware that customer data will be lost. Master Reset procedure is available at:
http://gs.mot.com/_data_ste_fsbs/STEFSB2004-0002.pdf
Contact your local service/account manager for re-flash plans on consumer's phones.

Service Inventory
N/A.

Global Codes
Complaint Code: OPR07 – Operation – Hangs/Freezes/Locks up
Problem Code: OPR07 – Operation – Hangs/Freezes/Locks up
Repair Action Code: SWU08 – SW Upgrade/Reflash – CSB/FSB