MOTOROLA

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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-18
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Total No. of Pages: 2
Subject: GSM PEBL U6 – Power Cycle at SIM Registration
Phone Models: GSM PEBL U6
Level of Repair: 2

Problem

Service is aware of an issue, identified in the NPI Analysis, on GSM PEBL U6 units returned with customer complaints related to "Power Down" or "Display". The issue is only reproducible on some PEBL U6 units, which have the HSA (Home Screen Active)/Dynamic Idle feature enabled, when paired with certain SIM Cards. The SIM Cards that exhibit this failure have SDN (Service Dial Number) content loaded on them. The phone panics when attempting to read the SDN Content from the SIM Card. Issue is very reproducible on affected Phone/SIM Card combinations. The root cause of the issue was traced to a software problem where a field within a structure was un-initialized and persisted in flash memory during phonebook transfer from SIM to Phone Memory. During power up, the random value stored in the un-initialized variable was causing corruption to some pointer variable, leading to panic.

NOTE: Not all Carriers/Operators utilize SIM Cards with SDN (Service Dial Number) content pre-loaded on them combined with flex which enables the HSA (Home Screen Active)/Dynamic Idle feature, and hence, will not experience this issue.

Steps to Reproduce:
1. Insert a specific SIM Card with SDN (Service Dial Number) content loaded
2. Insert a battery and switch the phone on
3. The phone resets during SIM Registration and will continue to power-cycle at each attempt to register.

Solution

A software solution has been identified and integrated into the following software versions that will resolve this failure mode:
R478_G_08.83.76R_A1, R478_G_08.83.7BR_A1 and later
R478_G_08.84.2xR and later

Field Service Action
Customer Returns:
When servicing GSM PEBL U6 returns with customer complaints related to "Power Down" or "Display", where the customer complaint can not be duplicated during normal testing, then:

1. Use the "Steps to Reproduce" listed above to see if the unit is affected with this issue.
2. Per the normal service procedure, re-flash the unit with the latest approved software for your region equal or later than the versions listed above.

NOTE: If a software version equal or later than the versions listed above is not available in your region, you can perform a Master Clear, as a workaround to temporarily recover the failure mode.

Call Center Action:
When responding to Problem Product customer inquires on the GSM PEBL U6 product, where the customer reports that the handset power cycles or white screens after power-up, inform the customer to return the unit to an authorized service center for repair, per this FSB.

Service Entry Code
Please ensure that repairs of this type are logged on the Service Link database as follows:

Global M-Claims Codes:
Customer Complaint Code:
TON03 (Turn On/Off – Power Down in Standby)
DIM00 (Display Main No Detail Provided)
Problem Found Code: TON03 (Turn On/Off – Power Down in Standby)
Reference Designator Code:
Repair Code: SWU08 (Software Upgrade/Reflash – CSB/FSB)