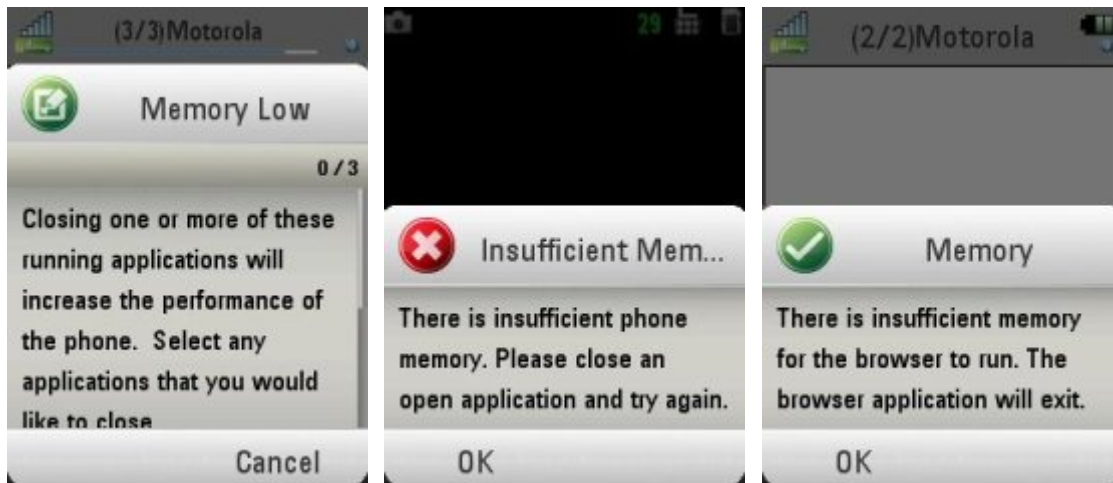# FIELD SERVICE BULLETIN

FSB Number   FLCCFSB2008 - 50
Author   Guido Wuebbels
Date   Wednesday, February 20, 2008
Subject   **GSM - MOTOROKR U9 - "Low/insufficient memory" error message**
Model Affected   U9
Level Of Repairs   1

Problem

Service is aware of a memory leakage issue identified for U9 which results in a "Low or insufficient memory" error message during usage of applications like camera and browser. The phone informs the user to close other applications to increase the performance in this case:

The root cause of this issue is due to RAM reduction. Some applications don't release memory quick enough after closure.
Furthermore it's also possible that the camera application cannot be started any more and the phone operation is in general very slow because the free RAM size is too low.
The issue can appear when the user has several applications running at once (e.g. BT, Java, Camera etc.) and/or the phone wasn't turned off for some days.

Solution

Short term: Power cycle the phone to refresh RAM and stability.
Long term: This FSB will be revised with the SW version which fixes the Low memory issue when it is available.

Field Service Action

When servicing U9 returns with customer complaints related to "Low/insufficient memory" error

messages, inform the customer to power cycle the phone in this situation as short term solution.

Service Inventory

No action required.

Call Center Action
When responding to customer inquiries, where the customer reports a "Low/insufficient memory" error message on U9, inform the customer to power cycle the phone in this situation as short term solution.

Service Entry Code
Global Service Codes
Complaint Code: CAM02 - Camera - No Function
                   OPR03 - Operation - Error message
                   OPR07 - Operation - Hangs/ Freezes/ Locks up

Problem Found Code: CAM02 - Camera - No Function
                   OPR03 - Operation - Error message
                   OPR07 - Operation - Hangs/ Freezes/ Locks up

Reference Designator:

Repair Code: