

## FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-229  
Author: Amador Hassell  
Date: July 4, 2005  
Total No. of Pages: 2  
Subject: **GSM Razr V3 – Cannot Access Ring Styles Feature.**  
Model Affected: All Regions  
Level of Repair: 1, and 2

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### Problem

Service is aware that some V3 Razr units have been returned with complaints related to the ring styles feature. The failure mode analysis has revealed that users have attempted unauthorized deletion of any of the ring tone files loaded into the phones by carrier request. After deletion of the ring tone, the unit's ring tone feature is unavailable. The tool used to delete the ring tones is readily available in the Internet and is provided by a non-Motorola source.

### Solution

The ring tone feature can be restored by re-flexing the unit with the original carrier flex. The unauthorized ring tone deletion only affects the ring styles feature and no SW upgrade is necessary.

### Service Action

#### **Customer Returns:**

When servicing any GSM Razr V3 customer return with complaints related to the ring styles feature unavailability:

- 1.) Access the ring styles sub-menu by selecting the **Settings>Ring Styles>Loud Detail** menu options.
- 2.) If the user has attempted unauthorized deletion of any ring tone files, the access sequence shown above will fail.
- 3.) Proceed to re-flex the unit with the current approved carrier flex.
- 4.) Retest the unit ring styles feature. The feature is now available.



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## **Call Center Action**

When responding to customer inquiries on V3 Razr with complaints related to the ring styles feature, please direct the customers to have their phones serviced as per this FSB.

## **Service Entry Code**

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

### **Global M Claims Codes:**

**Customer Complaint Code:** FTR00 (Feature Function)

**Problem Found Code:** USA00 (User Abuse - No Detail Provided)

**Reference Designator Code:**

**Repair Code:** SWU07(SW upgrade/Reflash-Corrupt)