![Motorola logo]

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## FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2006-60
Author: Feng Joanna
Date: Feb 22, 2006
Total No. of Pages: 2
Subject: **V3i Froze and White Display when Receiving a Call**
Model Affected: V3i
Level of Repair: 1

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Problem

Service has been awared that customers often complaint froze and white display when receiving a call, which is identified in the V3i PRC 100 MOL analysis.

The symptom is: phone in standby mode -> incoming a call -> opening flip or pressing answer key -> display froze for seconds with the dialog still saying "Calling", keypad no function -> main display turns white and stays white, keypad active -> the white display can be recovered (not soft reset) if close and open the flip.

Display froze   ->   **White display**   ->   **Phone recover**
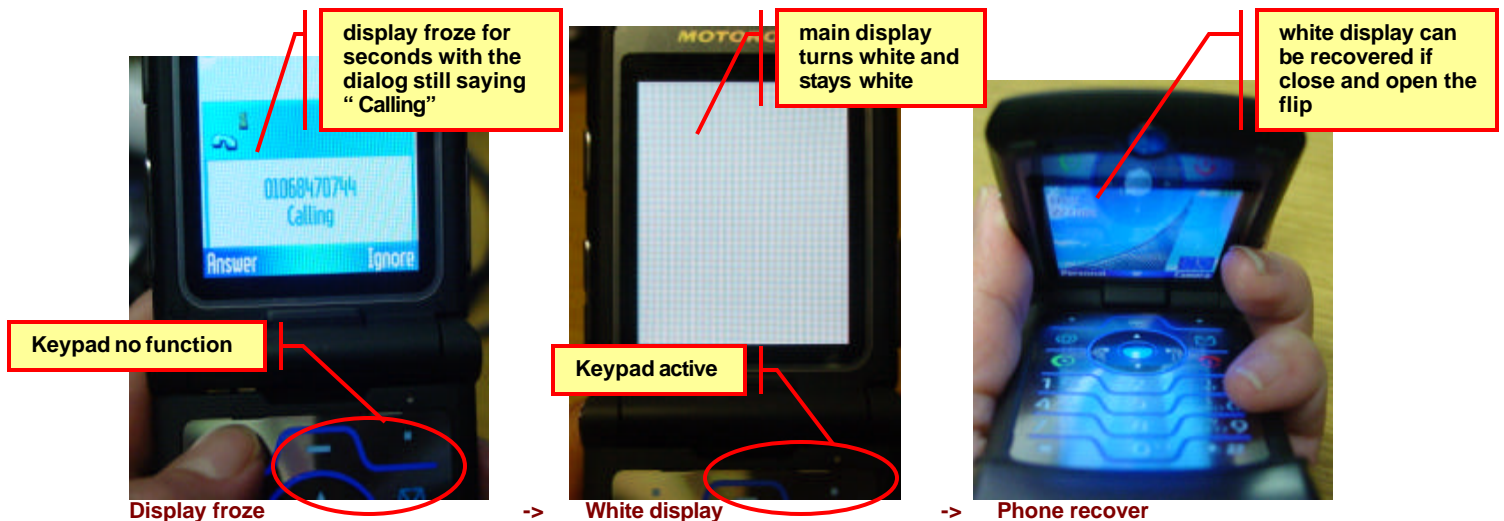
This issue is caused by a false ESD recovery in ATI driver. It can result in complaints of "Display main, No display", "Operation, Hangs/ Freezes/ Locks up", and "Turn on/off, Auto power when making a call".

Solution
Newer ATI releases has been applied to the latest SW labels.

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For the Siliqua w/o iTunes, the fixed software of R479_G_08.B4.38R has been released on Feb 20, 2006.

For the Siliqua iTunes, R47A_G_08.D8.67R with the fix has been released on Feb 9, 2006.

Service Action

Customer Returns:
When servicing any V3i customer return with described complaint, check the S/W version at first. For the Siliqua w/o iTunes, if it is R479_G_08.B4.37R or older, upgrade the phone to R479_G_08.B4.38R or later. For the Siliqua iTunes, if it is R47A_G_08.D8.35R, upgrade the phone to R47A_G_08.D8.67R or later.

Before re-flashing, to be sure the fixed SW has been approved in the corresponding region.

Service Inventory:
N/A

Call Center Action

When a customer contacts with complaint of "froze and white display when receiving a call", should advise the caller have the phone upgraded per this FSB at an Authorized Motorola Service Center.

Service Entry Code

M-Claims Codes:
Complaint Code: DIM01-- Display Main - No display
OPR07-- Operation - Hangs/ Freezes/ Locks up
TON05 -- Turn on/off - Auto power when making a c

Repair Code: SWU08 -- SW upgrade/Reflash-CSB/FSB