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CSB-1018-3
 Country : UK
 Date : 11/1/2006
 APC : E70
 Repair Level : 3

Title RAZR V3i - GSM - Can't Make or Receive a Call
 Model Effected GSM V3i Siliqua

PROBLEM

Service is aware that some GSM V3i phones from Brasil have been returned with customer complaints related to voice call – can make or receive call. The failure mode analysis revealed that power adjust values for specific units are out of specification, thus customer to notice a difficulty to make or receive a call.

SOLUTION

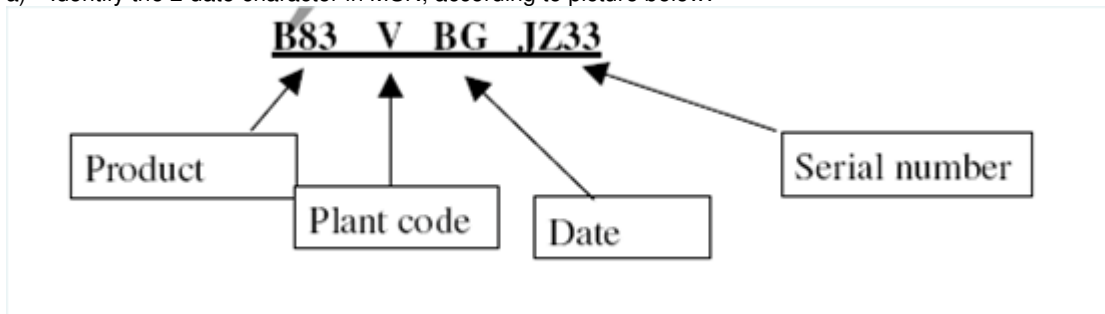
The solution is to re-load the correct phasing values into NVM (Non Volatile Memory) of affected units.

FIELD SERVICE ACTION

Customer Returns:

When servicing affected models of GSM V3i customer returns with customer complaint relating to “Voice Call – Can’t make or receive call” then:

1. Verify customer complaint per normal procedure.
2. If customer complaint is confirmed, verify customer phone month of manufacturing, according to below procedure :
 - a) Identify the 2 date character in MSN, according to picture below:



- b) Identify the manufacturing month, according to below tables :

Year Code	Year	Year
A	2000	2024
B	2001	2025
C	2002	2026
D	2003	2027
E	2004	2028
F	2005	2029
G	2006	2030
H	2007	2031

Month Code	Month	Start Date	End Date
A	January	1	15
B	January	16	31
C	February	1	15
D	February	16	29
E	March	1	15
F	March	16	31
G	April	1	15
H	April	16	30

J	2008	2032
K	2009	2033
L	2010	2034
M	2011	2035
N	2012	2036
P	2013	2037
Q	2014	2038
R	2015	2039
S	2016	2040
T	2017	2041
U	2018	2042
V	2019	2043
W	2020	2044
X	2021	2045
Y	2022	2046
Z	2023	2047

Cyclical year code

J	May	1	15
K	May	16	31
L	June	1	15
M	June	16	30
N	July	1	15
P	July	16	31
Q	August	1	15
R	August	16	31
S	September	1	15
T	September	16	30
U	October	1	15
V	October	16	31
W	November	1	15
X	November	16	30
Y	December	1	15
Z	December	16	31

Month Code Assignment

- If date of manufacturing of phone is equal to "GJ" – first half of May - 2006, then proceed phone to Motorola ARC for re-adju values, as per normal procedures.
- If month of manufacturing is different than "GJ", then proceed with normal troubleshooting techniques per customer complain

Service Inventory:

No actions available.

CALL CENTER ACTION

When responding to customer inquiries on GSM V3i with complaints related to voice call – can't make or receive a call, please d the customers to have their phones serviced as per this FSB.

SERVICE ENTRY CODE**Global Service Codes**

Complaint Code: CPR01 - Voice Call - Can't make a call
CPR02 - Voice CALL - Can't receive a call

Problem Found Code: CPR01 - Voice call - Can't make
CPR02 - Voice call - Can't Receive call

Reference Designator:

Repair Code: RPR01 - Reprogram - Re-phasing

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-367
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