

PRINT

MOTOROLA UK
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 CHINEHAM BUSINESS P/
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 BASINGSTOKE
 UNITED KINGDOM RG24

CSB-1079-2
 Country : UK
 Date : 11/13/2006
 APC : ALL
 Repair Level : 2

Title RAZR V3iROKR E1ROKR E2SLVR L7 - GSM - iTune issue with Apple S/W version 7.0
 Model Effected V3i/RokrE1/RokeE2/L7 iTunes
PROBLEM

Service is aware of an issue, identified from the field with iTunes related customer complaints such as "Cannot play songs on phone that were purchased or modified by iTunes 7.0, but can see album cover, artist name, etc". **Customer will see this issue only after they downloaded and installed Apple iTunes Version 7.0. After purchasing new songs via the iTunes store or modifying existing songs in library, the customer can listen to the entire songs in their PC but when the song is transferred to the phone they can see the cover of the album, artist name, but songs will not play. Ripped songs from CD may also not play if their artwork has been modified by iTunes 7.0. All songs that are purchased from the iTunes store with Version 6.x and earlier or 7.0.1 and later work fine. The root cause is traced to Apple iTunes version 7.0 software.**

SOLUTION

Apple has released version 7.0.2 to address this issue, which is available for free download at www.apple.com

FIELD SERVICE ACTION**Customer Returns:**

No Service action required.

Service Inventory:

N/A

CALL CENTER ACTION

When responding to customer inquires on the iTunes related customer complaints as stated above under "Problem", determine if iTunes version is earlier than 7.0.2. If it is, then direct the customer to upgrade to iTunes 7.0.2

SERVICE ENTRY CODE**Global Service Codes**

Complaint Code:

Problem Found Code:

Reference Designator:

Repair Code:

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-428
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