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CELLULAR SERVICE
Bulletin

CELLULAR SUBSCRIBER PRODUCTS

MOTOROLA UK
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CSB-1216-1
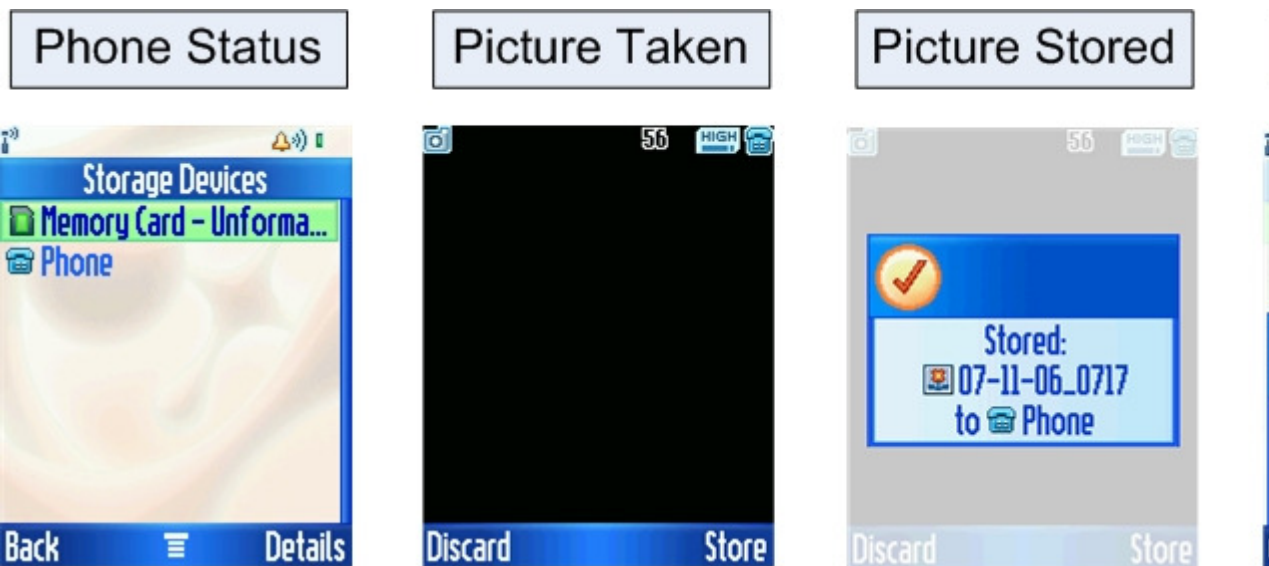Country : UK
Date : 2/18/2007
APC : ALL
Repair Level : 1

Title	RAZR V3i - GSM - Picture application incompatible with FAT32 formatted memory card
Model Effected	V3i & V3t

PROBLEM

Service have being made aware of Picture application incompatibility issue with FAT32 formatted memory card even when p
able to take the picture. The Camera application is able to store pictures to FAT32 formatted memory card but the Picture ap
unable to read the memory card, so it gives the option to format the card. These pictures on the FAT32 formatted card can b
with a PC and other brands of phones.

Steps to reproduce:
1. Format a memory card on a PC as FAT32.
2. Insert memory card into the phone and view phone status > Storeage Devices, it reports "Memory Card - Unformatted".
3. Using default setting (picture quality high 1.2MegaPixel, store to memory card), take a picture and store it.
4. Try viewing this picture and the phone will report "Storage Device Unreadable".
5. Move card into a PC card-reader and the picture will be retrieved successfully.

The root cause of the issue is inconsistent FAT32 behavior, V3i does not to support FAT32, even though it is the most comm
but it supports the older FAT format. So when software driver in the phone detects a memory card with this newer format it is
to block access to the card by reporting "memory card unformatted" to all the applications, including camera, picture viewing
movie player, etc.
In this case the software driver does not do that for camera application; instead it allows the camera application to save to th
cards with FAT32 format. As a result pictures can be captured to the memory card in FAT32 format successfully but since al
are told by driver that memory card is unformatted, user will not be able to view the just-captured picture on the phone.

Note: The memory cards sold by Motorola (such as Sandisk 128MB) come formatted from manufacturer as FAT, hence not :

SOLUTION
Customer Education.
FIELD SERVICE ACTION
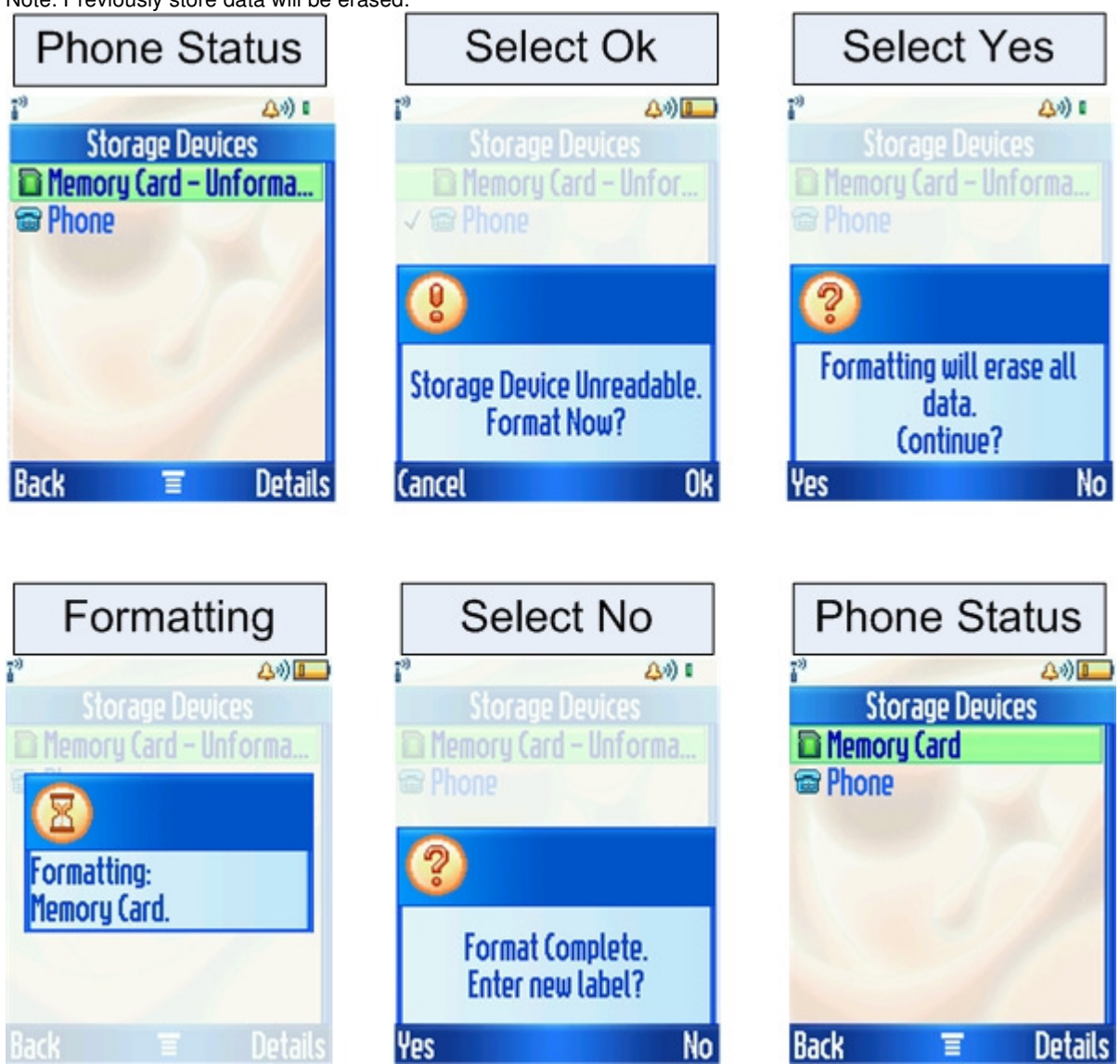No field service action required.

Service Inventory

N/A

CALL CENTER ACTION

Call center should advise customers of the incompatibility of FAT32 formatted memory card with the V3i phone, and instruct format the card to FAT.

Note: Previously store data will be erased.

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.2007-57

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