



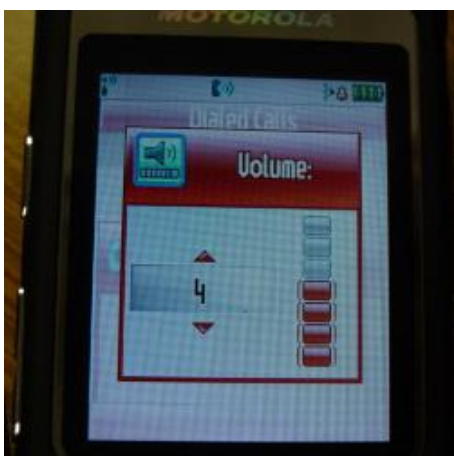
MOTOROLA UK
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CSB-1086-1
 Country : UK
 Date : 11/1/2006
 APC : D54
 Repair Level : 1

Title V3 05 CR - GSM - Earpiece Low - Customer Error Setup
 Model Effected V3 05

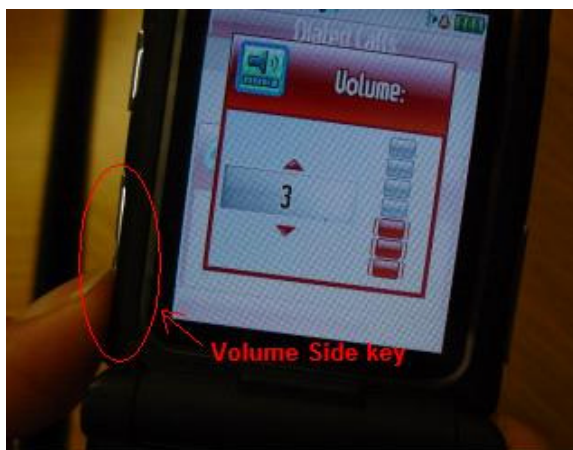
PROBLEM

This is an informational FSB. Service is aware that some V3 05 units returned with complaints of "Audio, Earpie low". The earpiece volume was found setting to 4 (the default and peak value is 7). The units recovered after reset the volume to 7.



SOLUTION

The earpiece volume can be changed only by pressing the volume side key in call. Customer has to be informed the earpiece volume will be reduced if they set it below 7.



FIELD SERVICE ACTION

When servicing any V3 05 customer return with described issue, then:

1. Check the earpiece volume, using the following steps:

- a) Make a call;
- b) Press the volume side key;
- c) Check the earpiece volume setup.

2. If the volume is set below 7 and the phone will recover after reset it to 7, explain to the customer the reason for the earpiece low is the error volume setup.

3. If the volume is not set below 7 or the phone won't recover after reset it to 7, please follow normal troubleshooting procedure on this unit.

CALL CENTER ACTION

When a customer contacts with complaint of "earpiece low", should advise the caller have the phone repaired per this FSB at an Authorized Motorola Service Center.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: AUD02 - Audio - Earpiece , Low

Problem Found Code: AUD02 - Audio - Earpiece , Low

Reference Designator:

Repair Code:

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-435
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