



MOTOROLA UK
 REDWOOD
 CROCKFORD LANE
 CHINEHAM BUSINESS PARK
 CHINEHAM
 BASINGSTOKE
 UNITED KINGDOM RG24 8WQ

CSB-1248-3
 Country : UK
 Date : 3/23/2007
 APC : ALL
 Repair Level : 3

Title V3 05 CR - GSM - V3 05 CR - RAZR V3 05 - I&Q Phasing Issue
 Model Effected V3 05 RAZOR

PROBLEM

Service is aware of an V3-05 I&Q phasing issue on GSM V3 05 phones with the latest approved SW R4515_G_08.BD.B3R and later. The V3 05 phone (PCB) turn off with the attempt to lead the RQPI test COMMAND. With NexTest the V3 05 phone (PCB) turn off with the test step LXPPC00C with the value -998817 (RQPICOMMAND,RQPU COMMAND FAILED TON of EXECUTE).

The phones coming from the factory are phased, therefore the issue does not cause any field failure. The issue occurs when after field repair the unit needs to be rephased.

SOLUTION

The phasing issue is fixed into software release R4515_G_08.BD.F0I.

Use this release to phase the phones.

FIELD SERVICE ACTION

The service process to phase the phones with this issue is following:

- 1 - get phone in service
- 2 - flash new release R4515_G_08.BD.F0I (SOFTWARE IS UNDER DOWNLOADS REF BULLETIN ON MD SERVICE PORTAL)
- 3 - phase phone
- 4 - flash back the current approved customer 1FF

Service Inventory

N/A

CALL CENTER ACTION

N/A

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.2007-89
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