



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

CSB-1369-1
 Country : UK
 Date : 6/20/2007
 APC : D54
 Repair Level : 1

Title
 Model Effected

RAZR V3iV3V3 05 CRV3i / V3e - GSM - Leather Case Magnet Disturbs Hall Effect Sensor
 All

PROBLEM

Service Engineering is aware aware of an issue with some leather cases where the phone is answering and/or ending the call itself while taking the phone out of the leather case.

The cases are produced under license by Forward Innovations, marked with Motorola batwings and advertised as 'Motorola Original Accessories'.

There are 4 kit numbers from Forward Innovations affected, containing cases in different color variations (MOTBM-1127, MOTBM-1128, MOTBM-1129, MOTBM-1127).

There is no Motorola kit number available for this cases.

MOTOROLA

V3
 V3i
 Color



MOTOROLA ORIGINAL ACCESSORIES



FORWARD
INNOVATIONS GmbH

MOTOROLA
 AUTHORIZED LICENSEE

This is an informational FSB which will get updated once the investigations on this issue get closed.
 At the moment it is also unclear how many cases in the field are affected by this issue as a running change took place.

SOLUTION

There is no solution available at the moment.

Forward Innovation is currently on ship stop until the investigations on this issue get closed.

FIELD SERVICE ACTION

Customer Returns

When servicing customer returns which exhibit the symptoms listed above, then:

1. Verify if the customer used a leather case like listed above.
 - a) If not, perform normal troubleshooting techniques for these types of customer complaints listed above.
2. Try to reproduce the issue:
 1. Inserting the phone into the leather case (phone flip directed to the leather case top. (see picture)



2. Call the phone and wait until the alert/vibrator is active.
3. Remove the phone from the leather case and watch the CLI Display.
4. a) If the CLI is flickering, or changing the content and the phone call is getting answered or dropped, the leather case is the root cause of this issue.
 - b) If not, perform normal troubleshooting techniques for these types of customer complaints listed above.
3. **Temporary Short Term Solution** could be to advise the customer to insert the phone with the battery door directed to the leather case top into the case (see picture).



**Long Term Solution still under investigation
and will be provided at a updated revision of this FSB.**

Service Inventory

Please quarantine all existing stock of this leather cases until you get further information how to handle them.

CALL CENTER ACTION

When responding to product inquiries where customer complains of symptoms listed above, verify if the leather case is one of the affected models listed above.

If so advise the customer to use the temporary sort term solution (see Field Service Action section) until the final solution is available.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: ACC11 - Accessory - Leather case defect
 CPR00 - Voice call - No Detail Provided
 DIS00 - Display Secondary - No Detail Provided
 OPR00 - Operation - No Detail Provided

Problem Found Code: ACC11 - Accessory - Leather case defect

Reference Designator: ACC - Accessory

Repair Code:

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2007-210
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