



MOTOROLA

Consumer Solutions & Support
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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-31
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Date: February 1, 2006
Total No. of Pages: 3
Subject: **3G E1070, E770v, V3x – Headset Not Recognized**
Model Affected: Friwo Charger SPN5202A and SPN5202B
Level of Repair: 1

Problem

Service is aware of an issue, highlighted by the carrier on V3x. During initial testing it was found that under certain conditions the Audio Headset would not be recognized when plugging into the USB port on the phone. Analysis revealed the issue to be linked to the state of the ID on Friwo Chargers (SPN5202A and SPN5202B see FIG1) as read by the SW on charger insertion. The state of the ID pin read is not consistent since it has not reached a stable value prior to being read by SW. Sometimes it is floating and sometimes it is grounded, but neither of these states is correct. If the state is read as floating, the headset would work on subsequent insertion. If the state of the read is grounded, then the headset will not work. This issue only occurs with the Friwo charger, not with the Phihong charger.

NOTE: Issue may appear to be intermittent. If unit exhibits issue of headset not being detected, inserting an accessory other than a headset or power cycling the phone will resolve the issue. However, re-insertion of the Friwo charger may put the phone back to the state of the Headset not being detected.

FIG 1.

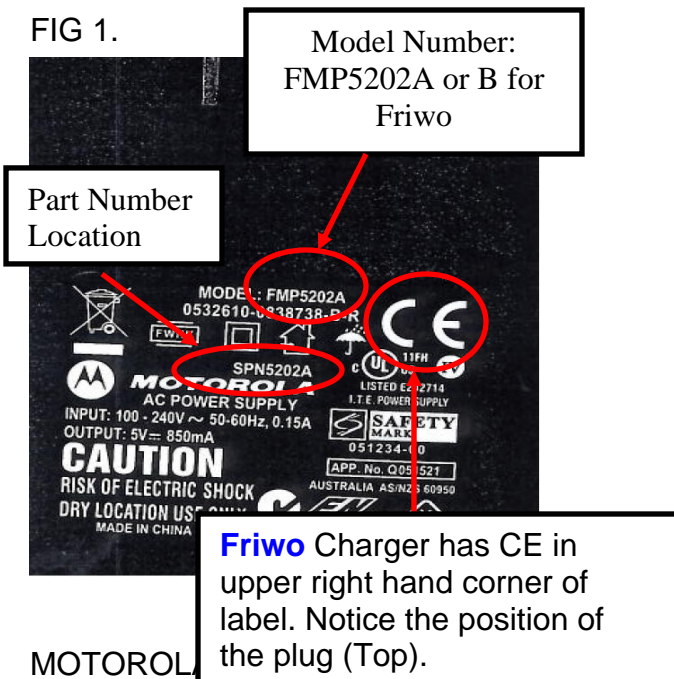
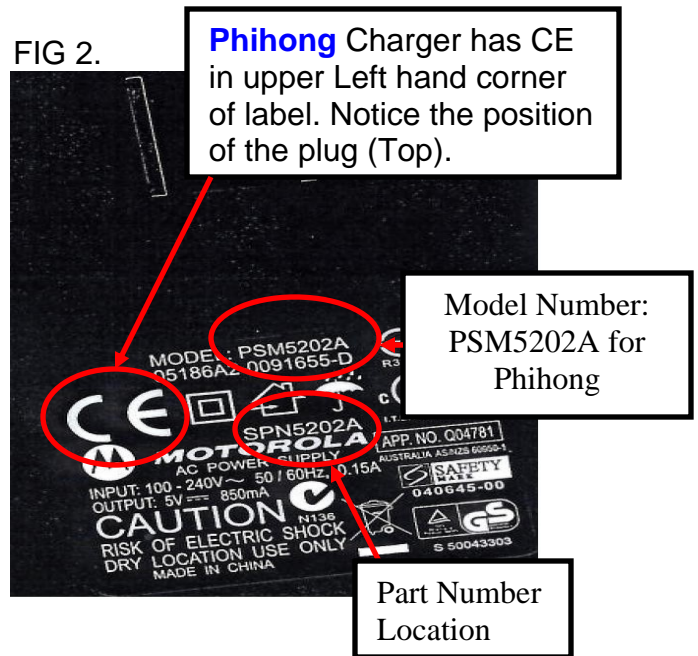


FIG 2.





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Solution

Short Term: Friwo chargers (FIG 1. SPN5202A and SPN5202B) are quarantined, started shipping with Phihong charger (FIG 2. SPN5202A). NOTE: Need to identify by location of the CE on the charger label.

Long Term: CR#: LIBhh74032 software fix to address handling of incorrect readings to allow the use of the Friwo charger and Phihong charger.

Software:

85.83.E8P or Later

85.92.E2P or Later

85.97.20R or Later

NOTE: Model Numbers are as follow (See Fig. 1 and Fig 2. for location identification)

FMP5202A - Friwo

FMP5202B - Friwo

PSM5202A - Phihong

Service Action

Customer Returns:

When servicing E1070, E770v, V3x customer returns regardless of customer complaint, then:

1. Verify software in customer's phone is prior to fix.
 - a. If the unit's software version already contains the fix, then follow normal troubleshooting techniques per the customer complaint.
2. If the original customer complaint is determined not to be related to this FSB, then troubleshoot as normal per the customer complaint.
3. Per the normal service procedure, upgrade to latest approved software in your region equal or later than the versions listed above.

Note: If software approved in your region is not later than the software with the fix, you must verify the customer's charger is a Friwo Charger (SPN5202A/SPN5202B) and replace it with a Phihong charger (SPN5052A). See images above for identification.

Service Inventory:

Do not use Friwo chargers (SPN5052A and SPN5052B) as replacements on the models listed above. Please replace with Phihong chargers (SPN5052A). Please see images above on how to determine the difference between the vendors as the part numbers are the same.



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Call Center Information

When responding to problem product inquiries where customer complains of “Headset not detected” or “Headset – No Audio”, please use the information in this FSB to determine if the customer issue is associated with the Friwo charger. Please instruct the customer to have the charger replaced or if available upgrade their software per this FSB.

Service Entry Code

Please ensure that repairs of this type are logged on the Service database as follows:

Global M-Claims Codes:

Customer Complaint Codes: AUD11 (Audio – Mic, Headset)

Problem Found Code: AUD11 (Audio – Mic, Headset)

REF Designator Code: CHGR (Charger)

Repair Code: RCH01 (Replace Charger – Elect fault not charging)

SWU08 (SW upgrade/Reflash – CSB/FSB)