

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-45
Author: Ross Karlen
Date: February 9, 2006
Total No. of Pages: 2
Subject: **3G E770v E1070 V3x – Phone Book / Call History**
Phone Models: 3G E770v E1070 V3x
Level of Repair: 2

Problem

Service is aware of an issue, identified during the NPI on V3x. Units were found to exhibit the following symptoms.

- “Received” or “Dialed” calls access problems
 - When navigating thru the menu in “Received” or “Dialed” calls then pressing “Select” instead of the proper action of viewing the actual phone numbers, the UI bounces back up to the previous menu.
 - When phone is in idle the Send key occasionally does not bring up dialed call list.
- Phone book access problems
 - When attempting to “View” or “Edit” contact the UI bounces back up to previous menu not allowing the user to use these functions.

Analysis has revealed the issue to be linked to a software code error.

Solution

New software will be released to address the issue.

- 85.83.E3P or Later
- 85.92.20R or Later
- 85.92.00R or Later

Service Action

Customer Returns:

When servicing E770V, E1070, or V3x with Customer Complaints associated to “Phone Book” or “Call History” then:

1. Per the normal Service Procedure, re-flash the unit with the latest approved software for your region as described below.
 - 85.83.E3P or Later
 - 85.92.20R or Later
 - 85.92.00R or Later



Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

Service Inventory:

Call Center Information

When responding to problem product inquiries where customer complains of phone menu errors associated to “Received Calls”, “Dialed Calls”, or “Phone Book Entries”. If the customer tries to navigate thru the menu in “Received” or Dialed” calls, upon pressing “Select”, instead of the proper action of viewing the actual phone numbers, the UI bounces back up one level to the previous menu. Also, occasionally when phone goes to idle, the “Send” key does not bring up dialed call list. For “Phone Book Entries” when the customer attempts to view or edit contact, the UI bounces back up to the previous menu not allowing the user to view or edit the contact. Please let the customer know we are aware of this software issue; direct the customer to have their phone serviced 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: OPR06 (Operation – Menu Navigation)
FTR09 (Feature – Phone book not memorized)

Problem Found Code: OPR04 (Operation – Menu Navigation)
FTR09 (Feature – Phone book not memorized)

REF Designator Code: NA

Repair Code: SWU08 (SW upgrade/Reflash-SCB/FSB)